



Secretary's Center for Strategic Partnerships

DEBORAH SCHER, EXECUTIVE ADVISOR TO THE SECRETARY, SECRETARY'S CENTER
FOR STRATEGIC PARTNERSHIPS, U.S. DEPARTMENT OF VETERANS AFFAIRS

The Secretary's Center for Strategic Partnerships





Secretary's Center for Strategic Partnerships

U.S. DEPARTMENT OF VETERANS AFFAIRS

- More than 20 Million Living Veterans
- More than 9 Million VA Enrolled Veterans
- 170 Medical Centers
- 1,074 outpatient sites
- FY19 Budget ~ \$186.5 Billion

PAGE
GSD1
GSD2



Slide 2

BA25 Double check this with OPIA

Barry, Ashleigh, 4/5/2019

GSD1 Ashleigh, will do

(b)(6) 4/8/2019

GSD2 (b)(6) verified that two of the metrics were slightly incorrect. He is checking on the budget number now.

(b)(6) 4/9/2019

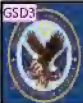


Secretary's Center for Strategic Partnerships

Secretary Wilkie's Priorities

- **Customer service:** number one top priority
- **Bottom-up organization:** energy must flow from those who are closest to those we are sworn to serve.
- **Electronic health record modernization:** will create a continuum of care among VA, DoD, and private doctors
- **The MISSION Act:** landmark legislation that will consolidate all of VA's community care efforts into a single program that is much easier to navigate for Veterans, families VA employees and community providers
- **Business transformation:** essential if we are to move past compartmentalization of the past and empower our employees serving Veterans in the field to provide world-class customer service.

GSD3



Secretary's Center for Strategic Partnerships



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine." ~ VA Secretary Robert Wilkie

Slide 4

GSD3

Changed picture to an image with a higher resolution.

(b)(6)

4/9/2019



- What is a P3 - A public-private partnership (or P3) is a voluntary, collaborative, working relationship between the VA and one or more non-governmental organizations in which the goals, structures, governance, and roles and responsibilities are mutually determined to deliver the best possible services. P3s provide the capacity to achieve what may not otherwise be achieved by VA alone. In many instances, solutions for problems may be outside of the control of government alone. Effective P3s draw together different organizations with complementary and reinforcing strengths allowing each partner to focus on its central capacities and assets to produce outcomes with greater impact than may be achieved independently by a single organization. These **Partnerships increase VA's impact on Veterans' lives**




Secretary's Center for Strategic Partnerships

UNIQUE HEALTHCARE ECOSYSTEM FOR INNOVATIVE COLLABORATIONS

Providing world-class services from service exit, to end of life care

- Driven by Healthcare Outcomes, Not Reimbursement
- Powerful Prevention Incentive
- Unique Longitudinal Care Data Sets
- Specialty Care







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UNIQUE HEALTHCARE ECOSYSTEM FOR INNOVATIVE COLLABORATIONS
VA is a lifetime partner for Veterans and their families

Specialty Care Examples:

- Suicide Prevention
- Polytrauma/TBI System of Care
- Post Traumatic Stress Disorder (PTSD)
- Remote Care
- Digital Health
- Whole Health BA3

Polytrauma/TBI = VA's [Polytrauma System of Care](#) (PSC) is an integrated network of specialized rehabilitation programs dedicated to serving Veterans and Service Members with both combat and civilian related Traumatic Brain Injury (TBI) and polytrauma. Services available through PCS include: interdisciplinary evaluation and treatment, development of a comprehensive plan of care, case management, patient and family education and training, psychosocial support, and application of advanced rehabilitation treatments and prosthetic technologies.

PTSD = Anyone can develop PTSD at any age. A number of factors can increase the chance that someone will have PTSD, many of which are not under that person's control. For example, having a very intense or long-lasting traumatic event or getting injured during the event can make it more likely that a person will develop PTSD. PTSD is also more common after certain types of trauma, like combat and sexual assault.

Slide 7

BA1

Video From Yoga Session/Telehealth

Barry, Ashleigh, 4/4/2019

BA3

need an arrow pointing to the yoga video

Barry, Ashleigh, 4/5/2019



- VA Video Connect connects Veterans with their health care team from anywhere, using encryption to ensure a secure and private session. It makes VA health care more convenient and reduces travel times for Veterans, especially those in very rural areas with limited access to VA health care facilities, and it allows quick and easy health care access from any mobile or web-based device.
- Veterans and their health care providers jointly decide whether to use VA Video Connect for a medical visit. Please speak with your VA care team if you are interested in potentially receiving care through VA Video Connect. Ahead of a VA Video Connect appointment, you will receive an email or calendar invite with a link to launch the session.
- VA Video Connect works on nearly any device that has an internet connection and a web camera. For example, it works on Windows-based PCs and laptops, Windows mobile devices, iOS mobile devices, Android mobile devices, etc.

Slide 8

BA2

Telehealth video needs to be inserted and trimmed (I like the Dr. Heyworth one at the end where you see her engaging with patient)

Barry, Ashleigh, 4/4/2019

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Telehealth
Increasing **ACCESS** = **EXCELLENCE** in Care Delivery

- 1 million+ Telehealth Appointments
- 2.3 Million Episodes of Telehealth Used
- More Than 145,000 Veterans Are Enrolled in Home Telehealth
- 45% of Veterans Living in Rural Areas Use Telehealth



Telehealth Examples:

A Marine Combat Veteran in his 30's, from Temecula, CA, served in Iraq between 2004 and 2006. He uses the VA Video Connect app for TeleMental Health and primary care appointments. The 90-minute trip to the La Jolla, VA reminds him of his combat missions in an armored vehicle and the drive triggered his PTSD and would make visits to the La Jolla VA difficult for him, his wife and his two young children (ages two and four.) Because of this service, many of his video visits include his wife by his side and one or two of his young children on his lap or playing in the background video visits.

And Telehealth has been life-changing for a Veteran in his 50's who lives in San Diego, CA. He's a quadriplegic with multiple sclerosis and his wife is his full-time caregiver. Even though they live about 30 minutes from the La Jolla VA, it is a significant effort to travel to their many appointments. They were early adopters of VA Video Connect, using it when the technology was initially piloted about two years ago.

Slide 9

BA2

Telehealth video needs to be inserted and trimmed (I like the Dr. Heyworth one at the end where you see her engaging with patient)

Barry, Ashleigh, 4/4/2019



To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of veterans. **Telehealth changes the location where health care services are routinely provided.**

Slide 10

BA8

possible we will have a video here from T-Mobile

Barry, Ashleigh, 4/5/2019

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Telehealth

Sprint  

Bridging the Digital Divide

BA7

"We are confident it will help make the VA's telehealth service accessible to more Veterans than ever." ~ Jan Geldmacher, president of Sprint Business



"Being able to make this invaluable service unlimited for all of our T-Mobile and Metro customers is the latest way we're showing our commitment to those who served." ~ Mike Katz, Executive Vice President of T-Mobile for Business

BA8

BA6

Slide 11

BA6

Add Tracphone if it's announced

Barry, Ashleigh, 4/5/2019

BA7

Headshot from (b)(6) requested

Barry, Ashleigh, 4/5/2019

BA8

possible we will have a video here from T-Mobile

Barry, Ashleigh, 4/5/2019



Telehealth by the numbers

-The number of Veterans receiving care via telehealth services grew approximately 3.6 percent in FY17; growth in Clinical Video Telehealth (CVT) was more than 9 percent.

- VHA provided care to more than 727,000 patients via the three telehealth modalities. This amounted to over 2.18 million telehealth episodes of care.

- Forty-five percent of these Veterans lived in rural areas, and may otherwise have had limited access to VA health care.

-Veterans enrolled in Home Telehealth for non-institutional care needs and chronic care management had a 57 percent decrease in VA bed days of care, and a 31 percent decrease in VA hospital admissions.

- Mental Health services provided to Veterans via Clinical Video Telehealth (TeleMental Health) reduced Acute Psychiatric VA bed days of care by 34 percent, and VA hospital admissions by 31 percent.

Slide 12

BA9

All three of these images are for internal use only until Deborah's speech

Barry, Ashleigh, 4/5/2019



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PHILIPS

Telehealth

Extending the VA Care Footprint



Philips Quote on Partnerships

BA10

Slide 13

BA10

Nathan from Philips to send Ashleigh Quote and headshot

Barry, Ashleigh, 4/5/2019



Precision Oncology

-Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

Slide 14

BA11

<https://www.research.va.gov/topics/cancer.cfm#more> (this appears dated) I've emailed

(b)(6)

Barry, Ashleigh, 4/5/2019

BA12

recommending a 50 second statement/video from Dr. Stone rather than quote on his "vision" for state-of-the art cancer care and innovative technology/plan for modernization. (more personal)

Barry, Ashleigh, 4/5/2019



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Precision Oncology

Prostate cancer is the most frequently diagnosed cancer among Veterans

Building an Ecosystem Launch



Prostate Cancer
Foundation
Coming Together

➤ Prostate Cancer Foundation committed \$50M for 10 VA Centers for Excellence



BA13

Precision Oncology


- Prostate cancer is the most frequently diagnosed cancer among Veterans. In 2016, PCF committed \$50 million over five years to create VA centers of excellence that deliver innovative, best-in-class prostate cancer care to Veterans.
- More than half of the funds have already been used to establish nine centers of excellence and fund the research of numerous VA physician scientists. The platform SCSP created with PCF will be used to build centers of excellence for other cancers as well.

Slide 15

BA13

This needs to be edited down considerably.


Barry, Ashleigh, 4/5/2019





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Precision Oncology
Veterans' tobacco use is greater than the general population in all age groups

Building an Ecosystem Launch



➤ Bristol-Myers Squibb Foundation funded establishment of **10 lung cancer screening centers within VA Medical Centers**

VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the project brings together experts from within and outside VA to develop the VA-PALS Implementation Network (VA-Partnership to increase Access to Lung Screening). Its goal is to develop early-detection programs for lung cancer, a malignancy with an 80 percent cure rate when caught early.
- The VA-PALS initiative builds upon lessons learned from currently available screening programs, including those of [VA's Office of Rural Health](#), which is supporting the project's goal to reach Veterans living in rural areas. It also adds to a portfolio of other major VA lung cancer initiatives, which include the VALOR Trial (Veterans Affairs Lung Cancer Or Stereotactic Radiotherapy) and the APOLLO Network (Applied Proteogenomics Organizational Learning and Outcomes).

Slide 16

BA16

Picture of Screening Center

Barry, Ashleigh, 4/5/2019

GSD4

I took artwork from a VA-PALS article by VHA-Rural Health. I didn't see any readily accessible photos online.

(b)(6) 4/10/2019



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Precision Oncology

Veterans with cancer who receive treatment from VA now have easier access to clinical trials of novel cancer treatments

Building an Ecosystem Launch



Slide 17

BA17

THIS IS JUST FOR REFERENCE Create Map: 1. PDF COE's 2. BMS Foundation Lung Cancer Screening Centers 3. Navigate sites (overlay beginning from 1 to 3)

Barry, Ashleigh, 4/5/2019

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Precision Oncology

Building an Ecosystem Launch

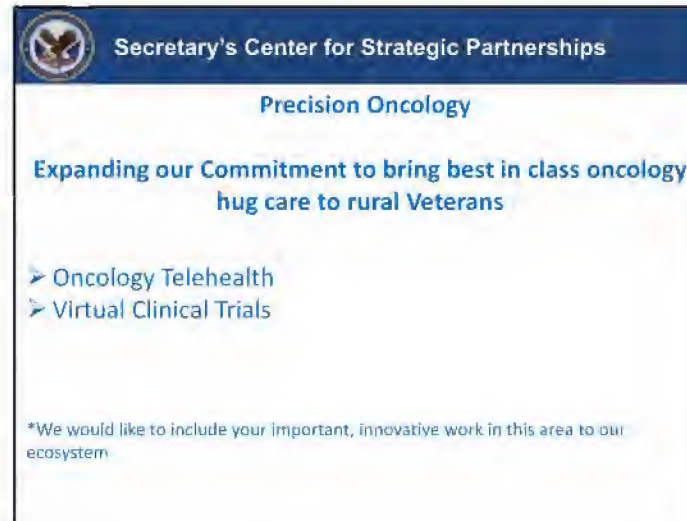
 IBM Watson

➤ IBM Watson donated 10,000 genomics studies to VA oncologists for best-in-class cancer care



Precision Oncology

-More than one-third of the patients who have benefited from VA's precision oncology program are Veterans from rural areas where it has traditionally been difficult to deliver cutting-edge medical breakthroughs.



- VA is committed to providing Veterans with choice, access and the best customer service. VA Precision Oncology is best in class and VA is developing partnerships to expand this service to our Veterans.
- Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.
- VA treats **3.5 percent** of the nation's cancer patients — the largest group of cancer patients within any one health-care group.



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Precision Medicine



- Sanford Health made a **\$50M commitment** for Veterans to receive free genetic testing through PHASer program
- **250,000 Veterans** reached by 2022



"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie



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Precision Medicine

SANFORD
HEALTH

PHASeR At a Glance



The test can help providers determine which medications will be most effective for patients, improving access to appropriate treatments and reducing adverse drug reactions, which research shows costs up to **\$30 billion per year**.

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Social Determinants of Health

 Elizabeth Dole Foundation
FIGHTING FOR MILITARY FAMILIES

 LinkedIn

 American Red Cross

- 1 year free LinkedIn Premium for all transitioning service members
- The Elizabeth Dole Foundation announced its 2019 class of Dole Caregiver Fellows, [BA19](#)givers provide more than \$14 billion in voluntary care for Veterans every year.
- The American Red Cross provides Veteran caregivers with quality peer support programs and services through collaboration with partner organizations.

[BA18](#)



American Red Cross

- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.

The MVCN offers caregivers access to the highest quality peer support programs and services— online and in their communities— through collaboration with partner organizations, agencies and groups that share a commitment to reducing caregiver isolation.

The Elizabeth Dole Foundation

-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.

-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.

LinkedIn

- VA is partnering with [LinkedIn's Military and Veterans Program](#) to offer Fry Scholarship recipients and family caregivers currently participating in VA's Program of Comprehensive Assistance for Family Caregivers cutting edge resources and tools at no cost through a 1-year free premium subscription to LinkedIn with networking, employment, and learning opportunities.
- This partnership provides access to a one-year upgrade to LinkedIn Premium at no charge, including free access to LinkedIn's online library of more than 12,000 LinkedIn Learning courses.

Slide 22

BA18 add link to one-pager (on website)

Barry, Ashleigh, 4/5/2019

BA19 Add bullets of Elizabeth Dole Foundation caregivers announcement and The Red Cross affiliation

Barry, Ashleigh, 4/5/2019


Secretary's Center for Strategic Partnerships




Social Determinants of Health

- Feeding America and VA partnered to serve **more than 44,000 Veterans** and their families, which equates to roughly 700,000 meals. This equates to a value of \$1.3 million for Veterans and their families.
- **17 food pantries** serve Veterans at VA facilities across the country, with more to come
- MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking food assistance.



Thank you

-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON

- MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking food assistance.
- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.


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Suicide Prevention

#BeThere




- In partnership with Johnson & Johnson, VA released a public service announcement, "No Veteran Left Behind," featuring Tom Hanks via social media and a communications plan led by Johnson & Johnson
- **SAVE** training can save Veterans' lives by helping people identify suicidal behavior
- VA will offer the newly approved **Spravato nasal spray** for treatment-resistant depression BA21!




Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention.
- In partnership with Johnson & Johnson, VA released a public service announcement, "No Veteran Left Behind," featuring Tom Hanks via social media and a communications plan led by Johnson & Johnson.
- Since its inception in July 2007, the Veterans Crisis Line (VCL) has answered over 3.8 million calls and initiated the dispatch of emergency services to callers in imminent crisis nearly 112,000 times.

SAVE Training

Signs of suicidal thinking

Ask questions

Validate the person's experience

Encourage treatment and Expedite getting help

Spravado nasal spray

The treatment will be made available to Veterans based on their individual medical needs combined with providers'

clinical assessments.

The move follows the [March 5 Food and Drug Administration \(FDA\) approval](#) of Spravato (esketamine) nasal spray. Spravato was approved for use in conjunction with an oral antidepressant for the treatment of treatment-resistant depression in adults.

Veterans will self-administer Spravato nasal spray under the direct observation of a health care provider in a certified medical facility, and then must be monitored by a health care provider for at least two hours after receiving their dose. Spravato cannot be dispensed directly to Veterans for use at home

#BeThere

VA launched a national advertising to promote the **Be There** campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future.

-By promoting the Be There campaign broadly, we aim to reach not only Veterans, but also their family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.

Slide 24

BA21

Could add a spravato picture or something associated with partnership

Barry, Ashleigh, 4/5/2019



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Healthcare Innovation



** 3D printing to improve shoulder replacements*

* Google Deep Minds
(Worthington AI Video)

BA22

* Applied Virtual Reality VIDEO

BA24

Slide 25

BA22 need worthington AI Video
Barry, Ashleigh, 4/5/2019

BA24 I am editing VR Video
Barry, Ashleigh, 4/5/2019



Secretary's Center for Strategic Partnerships

Join the conversation!

Join the conversation and learn how you can help by following The Secretary's Center for Strategic Partnerships on Twitter at:

twitter.com/VAPartnerships

Visit our website: www.va.gov/scsp

Email us: sp@va.gov





Thank you for the lovely introduction. For those who want to discuss this event, please mention or tweet at us by using @Vapartnerships.

We have some interesting statistics we would like to share with you.



Secretary's Center for Strategic Partnerships

U.S. DEPARTMENT OF VETERANS AFFAIRS

- ☐ More than 20 Million Living Veterans
 - ☐ More than 9 Million Veterans enrolled in VA
 - ☐ 170 Medical Centers
 - ☐ 1,074 outpatient sites
 - ☐ FY20 Budget - \$220 Billion
-

DATE
CCD1
GSD2



Slide 2

BA25 Double check this with OPIA

Barry, Ashleigh, 4/5/2019

GSD1 Ashleigh, will do

(b)(6) 4/8/2019

GSD2 (b)(6) verified that two of the metrics were slightly incorrect. He is checking on the budget number now.

(b)(6) D., 4/9/2019



Secretary's Center for Strategic Partnerships

SECRETARY WILKIE'S PRIORITIES

- ❑ **Customer service:** is the prime directive and number one priority. It is the responsibility of all VA employees to provide an excellent customer service experience to Veterans.
- ❑ **The MISSION Act:** Landmark legislation that will consolidate all of VA's community care efforts into a single program that is much easier to navigate for Veterans, families VA employees and community providers.
- ❑ **Business transformation:** This is essential if we are to move past compartmentalization of the past and empower our employees serving Veterans in the field to provide world-class customer service.
- ❑ **Bottom-up organization:** Energy must flow from those who are closest to the Veterans, to those we are sworn to serve. We must carry our ideas to Congress, Veterans Service Organizations, and to America's Veterans.
- ❑ **Electronic health record modernization:** This will create a continuum of care among VA, DoD, and private doctors.

We work very closely with Secretary Wilkie, and I can tell you these priorities are paramount to the success of our mission and we cannot achieve these goals on our own. Secretary Wilkie addresses this need for collaboration himself, in his message to you.



Secretary's Center for Strategic Partnerships



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine." ~ VA Secretary Robert Wilkie

- You can see his commitment to Veterans is unwavering and our office works hard to execute that vision.



Secretary's Center for Strategic Partnerships

VA INNOVATIONS

- ☐ VA is the largest healthcare system in the United States.
- ☐ VA scientists and researchers have received: Three Nobel Prizes in medicine or physiology, seven Lasker Awards and two 2014 Samuel J. Heyman Service to America Medals.
- ☐ In 1948, the VA invented the implantable cardiac pacemaker, helping many patients prevent potentially life-threatening complications from irregular heartbeats.
- ☐ In 1968, the VA performed the first successful liver transplants and developed techniques for suppressing the body's natural attempt to reject transplanted tissue.
- ☐ VA researchers developed the nicotine patch.

These are only a few of the many innovations that were started by VA. We are on the leading edge of healthcare.



What is a P3

- A public-private partnership (or P3) is a voluntary, collaborative, working relationship between the VA and one or more non-governmental organizations in which the goals, structures, governance, and roles and responsibilities are mutually determined to deliver the best possible services. P3s provide the capacity to achieve what may not otherwise be achieved by VA alone. These **Partnerships increase VA's impact on Veterans' lives.**
- We are building a unique Healthcare Ecosystem for innovative collaborations.



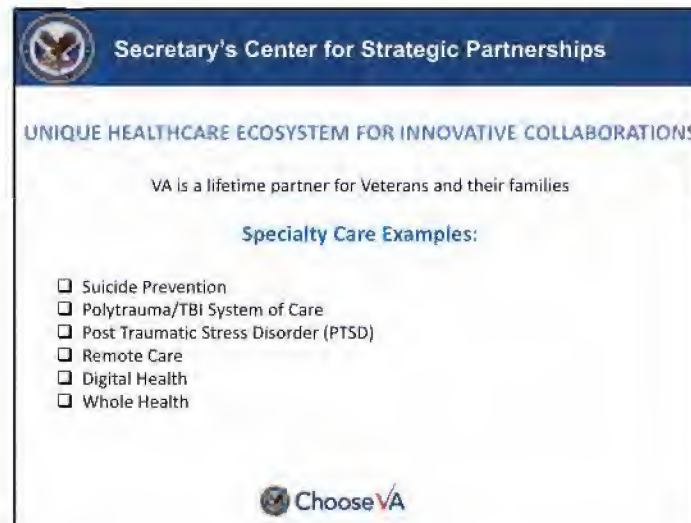
Secretary's Center for Strategic Partnerships

UNIQUE HEALTHCARE ECOSYSTEM FOR INNOVATIVE COLLABORATIONS

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- ☐ Powerful Prevention Incentives
- ☐ Unique Longitudinal Care Data Sets
- ☐ Specialty Care





How does VA deal with polytrauma and PTSD

Polytrauma/TBI = VA's [Polytrauma System of Care](#) (PSC) is an integrated network of specialized rehabilitation programs dedicated to serving Veterans and Service Members with both combat and civilian related Traumatic Brain Injury (TBI) and polytrauma. Services available through PCS include: interdisciplinary evaluation and treatment, development of a comprehensive plan of care, case management, patient and family education and training, psychosocial support, and application of advanced rehabilitation treatments and prosthetic technologies.

PTSD = Anyone can develop PTSD at any age. A number of factors can increase the chance that someone will have PTSD, many of which are not under that person's control. For example, having a very intense or long-lasting traumatic event or getting injured during the event can make it more likely that a person will develop PTSD. PTSD is also more common after certain types of trauma, like combat and sexual assault.

I mentioned earlier that more than 9 million Veterans were enrolled in VA Healthcare Services, with many turning to telehealth services for access and convenience of care.



Secretary's Center for Strategic Partnerships

TELEHEALTH

Increasing Access for our Veterans

- More than 1 million telehealth appointments.
- 2.3 million episodes of telehealth used.
- 45% of Veterans living in rural areas use telehealth.
- Last year more than 136,000 Veterans used VA Remote Patient Monitoring/Home Telehealth Services.



I want to introduce you to Dr. Leonie Heyworth, VA Acting National Telehealth Advisor for Primary Care (Run time 3:35). She has worked closely with our office and has seen telehealth's tremendous impact on our Veterans and their families.

Examples of telehealth's success include Veterans from the East and West Coasts:

Richmond, VA:

Mr. C is a 38-year-old Army Veteran from Richmond, VA who served as an Infantryman from 1998 – 2001 and as a mechanic in the US Army National Guard from 2001 – 2011. He is currently a Medical Support Assistant at the Hunter Holmes McGuire VA Medical Center in Richmond, Virginia. Mr. C's mother, a Telehealth Technician, is also employed at the Richmond VA Medical Center. ***Mr. C is enthusiastic about the benefits of VA Video Connect for himself and other Veterans. He says, "[VA Video Connect] helps cut down on the time and cost. It helps Veterans who do not have transportation and those who have trouble getting to their appointments."***

Temecula, CA

A Marine Combat Veteran in his 30's, from Temecula, CA, served in Iraq between 2004 and 2006. He uses the VA Video Connect app for TeleMental Health and primary care appointments. The 90-minute trip to the La Jolla, VA reminds him of his combat missions in an armored vehicle and the drive triggered his PTSD and would make visits to the La Jolla VA difficult for him, his wife and his two young children (ages two and four.) Because of this service, many of his video visits include his wife by his side and one or two of his young children on his lap or playing in the background video visits.

Remote Patient Monitoring

- This is a national program operating daily in all 18 of VA's regional Veterans Integrated Service Networks.
- In concert with their VA care team the Veteran opts to enroll in the program to actively participate in the daily management of their chronic condition (e.g., congestive heart failure, diabetes, chronic obstructive pulmonary disease, etc.)

Slide 9

BA2

Telehealth video needs to be inserted and trimmed (I like the Dr. Heyworth one at the end where you see her engaging with patient)

Barry, Ashleigh, 4/4/2019



- **Up next is a short video describing how VA Video Connect empowers our Veterans (video runs 1:06 minutes)**

-VA Video Connect connects Veterans with their health care team from anywhere, using encryption to ensure a secure and private session. It makes VA health care more convenient and reduces travel times for Veterans, especially those in very rural areas with limited access to VA health care facilities, and it allows quick and easy health care access from any mobile or web-based device.

-VA Video Connect works on nearly any device that has an internet connection and a web camera. For example, it works on Windows-based PCs and laptops, Windows mobile devices, iOS mobile devices, Android mobile devices, etc.

Slide 10

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Barry, Ashleigh, 4/4/2019



We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of veterans. **Telehealth changes the location where health care services are routinely provided.**

Here is what our partners have to say about the strategic partnerships and providing these services for Veterans.

Slide 11

BA8

possible we will have a video here from T-Mobile

Barry, Ashleigh, 4/5/2019

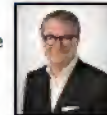


Secretary's Center for Strategic Partnerships

BRIDGING THE DIGITAL DIVIDE

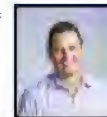


"We are confident it will help make the VA's telehealth service accessible to more Veterans than ever."



Jan Geldmacher, President of Sprint Business

"Being able to make this invaluable service unlimited for all of our T-Mobile and Metro customers is the latest way we're showing our commitment to those who served."



Mike Katz, Executive Vice President of T-Mobile for Business



TELEHEALTH

PHILIPS

Extending the VA Care Footprint

"Public-private partnerships like our telehealth initiative with the VA will not only help us support our Veterans, as these pilot projects grow and evolve, they will provide best practices on how we improve access and inclusion throughout the healthcare system."



Vitor Rocha, CEO of Philips
North America



Telehealth by the numbers

Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#), as well as in some Walmart stores.

Many in healthcare view telehealth as key to bringing healthcare services to outlying, rural, and remote areas that lack critical medical services. And, a new telehealth initiative proposed by the VA could further advance that effort by helping bring the advanced technology into the mainstream healthcare arena.

Telehealth by the numbers

-The number of Veterans receiving care via telehealth services grew 3.6 percent in FY17; growth in Clinical Video Telehealth (CVT) was more than 9 percent.

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Slide 14

BA9

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Barry, Ashleigh, 4/5/2019



Secretary's Center for Strategic Partnerships

TELEHEALTH
Walmart

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Secretary's Center for Strategic Partnerships

PRECISION ONCOLOGY

Clinical Pathway of Best Practices





- ☐ Approximately 40,000 Veterans are diagnosed with cancer each year.
- ☐ Prostate cancer is the second most common cause of cancer death. An estimated 12,000 Veterans are diagnosed with prostate cancer annually.
- ☐ VA and the Prostate Cancer Foundation (PCF), a leading philanthropic organization that has raised more than \$700 million and provided funding to more than 2,000 research programs at more than 200 cancer centers and universities.

Precision Oncology

-Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

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Secretary's Center for Strategic Partnerships

PRECISION ONCOLOGY

Prostate cancer is the most frequently diagnosed cancer among Veterans

Building an Ecosystem



Prostate Cancer
Foundation
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☐ Prostate Cancer Foundation committed \$50M for 10 VA Centers for Excellence



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- Prostate cancer is the most frequently diagnosed cancer among Veterans. In 2016, PCF committed \$50 million over five years to create VA centers of excellence that deliver innovative, best-in-class prostate cancer care to Veterans.
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Secretary's Center for Strategic Partnerships

PRECISION MEDICINE
SANFORD
HEALTH

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~ VA Secretary Robert Wilkie

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Social Determinants of Health

Social determinants of health are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life. These forces and systems include economic policies and systems, development agendas, social norms, social policies and political systems. Partners that help us improve these conditions are:

American Red Cross

- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.

The MVCN offers caregivers access to the highest quality peer support programs and services— online and in their communities— through collaboration with partner organizations, agencies and groups that share a commitment to reducing caregiver isolation.

The Elizabeth Dole Foundation

- The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.
- The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.

LinkedIn

- VA is partnering with [LinkedIn's Military and Veterans Program](#) to offer Fry Scholarship recipients and family caregivers currently participating in VA's Program of Comprehensive Assistance for Family Caregivers cutting edge resources and tools at no cost through a 1-year free premium subscription to LinkedIn with networking, employment, and learning opportunities.



Thank you

-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

- VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

- MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking

food assistance.

- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.



Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention.
- In partnership with Johnson & Johnson, Spravato nasal spray, will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for the treatment of treatment-resistant depression in adults.

SAVE Training

With the passage of the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans. As a first step, Walgreens pharmacists and key staff are helping to prevent suicide by participating with the VA Office of Suicide Prevention to receive SAVE training. SAVE training is:

Signs of suicidal thinking

Ask questions


Validate the person's experience

Encourage treatment and Expedite getting help

Be There campaign

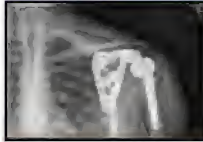
- VA launched a national advertising to promote the **Be There** campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future.

- By promoting the **Be There** campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.



Secretary's Center for Strategic Partnerships
BA22

HEALTHCARE INNOVATION



3D printing to improve shoulder replacements

- ☐ 3D printing creates an object by using material that is layered on top of each other, piece by piece; also known as additive manufacturing.
- ☐ 3D printed models enabled surgeons to better appreciate the anatomic features which determine the best surgical techniques for a particular patient.

Applied Virtual Reality

- ☐ Patients receiving virtual reality therapy navigate through digitally created environments and complete specially designed tasks often tailored to treat a specific ailment.

The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how 3D printing and applied virtual reality are useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

3D printing

Shoulder-replacement surgery is commonly performed to treat arthritis, which is a widespread condition among Veterans and the general population. However, the small amount of bone at the socket side of the shoulder joint is a major challenge to the long-term durability of shoulder replacements. By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models of the shoulder provide an additional tool for surgeons to use in pre-surgical planning, ultimately leading to longer-lasting shoulder replacements.

Applied Virtual Reality

Tools like this will help Veterans manage their pain. It will facilitate all kinds of treatments for them and can be used to treat ailments ranging from PTSD to opioid management.

Slide 27

BA22

need worthington AI Video

Barry, Ashleigh, 4/5/2019



Secretary's Center for Strategic Partnerships

Join the conversation!

Join the conversation and learn how you can help by following The Secretary's Center for Strategic Partnerships on Twitter :

[@VAPartnerships](https://twitter.com/VAPartnerships)

Visit our website: www.va.gov/scsp

Email us: sp@va.gov





Thank you for the lovely introduction. For those who want to discuss this event, please mention or tweet at us by using @Vapartnerships.

We have some interesting statistics we would like to share with you.



Secretary's Center for Strategic Partnerships

U.S. DEPARTMENT OF VETERANS AFFAIRS

- ☐ More than 20 Million Living Veterans
 - ☐ More than 9 Million Veterans enrolled in VA
 - ☐ 170 Medical Centers
 - ☐ 1,074 outpatient sites
 - ☐ FY20 Budget - \$220 Billion
-

DATE
CCD1
GSD2



Slide 2

BA25 Double check this with OPIA
Barry, Ashleigh, 4/5/2019

GSD1 Ashleigh, will do
(b)(6) 4/8/2019

GSD2 (b)(6) verified that two of the metrics were slightly incorrect. He is checking on the budget number now.
(b)(6) 4/9/2019



Secretary's Center for Strategic Partnerships

SECRETARY WILKIE'S PRIORITIES

- ❑ **Customer service:** is the prime directive and number one priority. It is the responsibility of all VA employees to provide an excellent customer service experience to Veterans.
- ❑ **The MISSION Act:** Landmark legislation that will consolidate all of VA's community care efforts into a single program that is much easier to navigate for Veterans, families VA employees and community providers.
- ❑ **Business transformation:** This is essential if we are to move past compartmentalization of the past and empower our employees serving Veterans in the field to provide world-class customer service.
- ❑ **Bottom-up organization:** Energy must flow from those who are closest to the Veterans, to those we are sworn to serve. We must carry our ideas to Congress, Veterans Service Organizations, and to America's Veterans.
- ❑ **Electronic health record modernization:** This will create a continuum of care among VA, DoD, and private doctors.

We work very closely with Secretary Wilkie, and I can tell you these priorities are paramount to the success of our mission and we cannot achieve these goals on our own. Secretary Wilkie addresses this need for collaboration himself, in his message to you.

 Secretary's Center for Strategic Partnerships



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine." ~ VA Secretary Robert Wilkie

- You can see his commitment to Veterans is unwavering and our office works hard to execute that vision.



Secretary's Center for Strategic Partnerships

VA INNOVATIONS

- ☐ VA is the largest healthcare system in the United States.
- ☐ VA scientists and researchers have received: Three Nobel Prizes in medicine or physiology, seven Lasker Awards and two 2014 Samuel J. Heyman Service to America Medals.
- ☐ In 1948, the VA invented the implantable cardiac pacemaker, helping many patients prevent potentially life-threatening complications from irregular heartbeats.
- ☐ In 1968, the VA performed the first successful liver transplants and developed techniques for suppressing the body's natural attempt to reject transplanted tissue.
- ☐ VA researchers developed the nicotine patch.

These are only a few of the many innovations that were started by VA. We are on the leading edge of healthcare.



What is a P3

- A public-private partnership (or P3) is a voluntary, collaborative, working relationship between the VA and one or more non-governmental organizations in which the goals, structures, governance, and roles and responsibilities are mutually determined to deliver the best possible services. P3s provide the capacity to achieve what may not otherwise be achieved by VA alone. These **Partnerships increase VA's impact on Veterans' lives.**
- We are building a unique Healthcare Ecosystem for innovative collaborations.



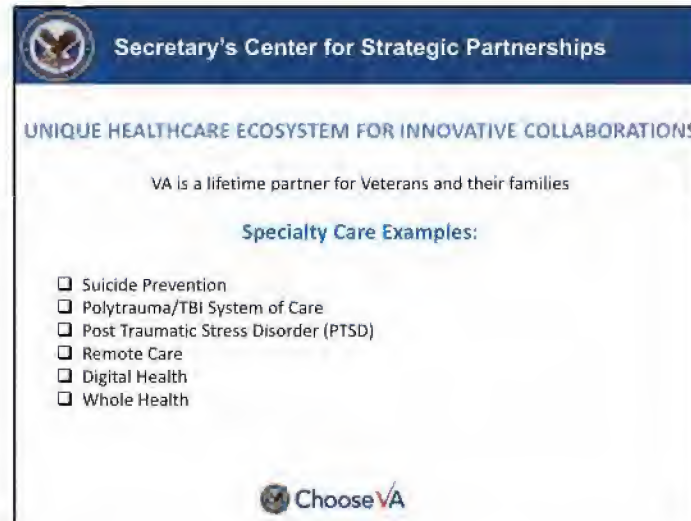
Secretary's Center for Strategic Partnerships

UNIQUE HEALTHCARE ECOSYSTEM FOR INNOVATIVE COLLABORATIONS

Providing world-class services from service exit, to end of life care

- ☐ Driven by Healthcare Outcomes, Not Reimbursement
- ☐ Powerful Prevention Incentives
- ☐ Unique Longitudinal Care Data Sets
- ☐ Specialty Care





How does VA deal with polytrauma and PTSD

Polytrauma/TBI = VA's [Polytrauma System of Care](#) (PSC) is an integrated network of specialized rehabilitation programs dedicated to serving Veterans and Service Members with both combat and civilian related Traumatic Brain Injury (TBI) and polytrauma. Services available through PCS include: interdisciplinary evaluation and treatment, development of a comprehensive plan of care, case management, patient and family education and training, psychosocial support, and application of advanced rehabilitation treatments and prosthetic technologies.

PTSD = Anyone can develop PTSD at any age. A number of factors can increase the chance that someone will have PTSD, many of which are not under that person's control. For example, having a very intense or long-lasting traumatic event or getting injured during the event can make it more likely that a person will develop PTSD. PTSD is also more common after certain types of trauma, like combat and sexual assault.

I mentioned earlier that more than 9 million Veterans were enrolled in VA Healthcare Services, with many turning to telehealth services for access and convenience of care.



Secretary's Center for Strategic Partnerships

TELEHEALTH

Increasing Access for our Veterans

- More than 1 million telehealth appointments.
- 2.3 million episodes of telehealth used.
- 45% of Veterans living in rural areas use telehealth.
- Last year more than 136,000 Veterans used VA Remote Patient Monitoring/Home Telehealth Services.



I want to introduce you to Dr. Leonie Heyworth, VA Acting National Telehealth Advisor for Primary Care (Run time 3:35). She has worked closely with our office and has seen telehealth's tremendous impact on our Veterans and their families.

Examples of telehealth's success include Veterans from the East and West Coasts:

Richmond, VA:

Mr. C is a 38-year-old Army Veteran from Richmond, VA who served as an Infantryman from 1998 – 2001 and as a mechanic in the US Army National Guard from 2001 – 2011. He is currently a Medical Support Assistant at the Hunter Holmes McGuire VA Medical Center in Richmond, Virginia. Mr. C's mother, a Telehealth Technician, is also employed at the Richmond VA Medical Center. ***Mr. C is enthusiastic about the benefits of VA Video Connect for himself and other Veterans. He says, "[VA Video Connect] helps cut down on the time and cost. It helps Veterans who do not have transportation and those who have trouble getting to their appointments."***

Temecula, CA

A Marine Combat Veteran in his 30's, from Temecula, CA, served in Iraq between 2004 and 2006. He uses the VA Video Connect app for TeleMental Health and primary care appointments. The 90-minute trip to the La Jolla, VA reminds him of his combat missions in an armored vehicle and the drive triggered his PTSD and would make visits to the La Jolla VA difficult for him, his wife and his two young children (ages two and four.) Because of this service, many of his video visits include his wife by his side and one or two of his young children on his lap or playing in the background video visits.

Remote Patient Monitoring

- This is a national program operating daily in all 18 of VA's regional Veterans Integrated Service Networks.
- In concert with their VA care team the Veteran opts to enroll in the program to actively participate in the daily management of their chronic condition (e.g., congestive heart failure, diabetes, chronic obstructive pulmonary disease, etc.)

Slide 9

BA2

Telehealth video needs to be inserted and trimmed (I like the Dr. Heyworth one at the end where you see her engaging with patient)

Barry, Ashleigh, 4/4/2019



- **Up next is a short video describing how VA Video Connect empowers our Veterans (video runs 1:06 minutes)**

-VA Video Connect connects Veterans with their health care team from anywhere, using encryption to ensure a secure and private session. It makes VA health care more convenient and reduces travel times for Veterans, especially those in very rural areas with limited access to VA health care facilities, and it allows quick and easy health care access from any mobile or web-based device.

-VA Video Connect works on nearly any device that has an internet connection and a web camera. For example, it works on Windows-based PCs and laptops, Windows mobile devices, iOS mobile devices, Android mobile devices, etc.

Slide 10

BA2

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Barry, Ashleigh, 4/4/2019



We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of veterans. **Telehealth changes the location where health care services are routinely provided.**

Here is what our partners have to say about the strategic partnerships and providing these services for Veterans.

Slide 11

BA8

possible we will have a video here from T-Mobile

Barry, Ashleigh, 4/5/2019

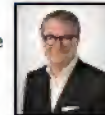


Secretary's Center for Strategic Partnerships

BRIDGING THE DIGITAL DIVIDE

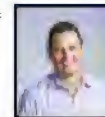


"We are confident it will help make the VA's telehealth service accessible to more Veterans than ever."



Jan Geldmacher, President of Sprint Business

"Being able to make this invaluable service unlimited for all of our T-Mobile and Metro customers is the latest way we're showing our commitment to those who served."



Mike Katz, Executive Vice President of T-Mobile for Business



TELEHEALTH

PHILIPS

Extending the VA Care Footprint

"Public-private partnerships like our telehealth initiative with the VA will not only help us support our Veterans, as these pilot projects grow and evolve, they will provide best practices on how we improve access and inclusion throughout the healthcare system."



Vitor Rocha, CEO of Philips
North America



Telehealth by the numbers

Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#), as well as in some Walmart stores.

Many in healthcare view telehealth as key to bringing healthcare services to outlying, rural, and remote areas that lack critical medical services. And, a new telehealth initiative proposed by the VA could further advance that effort by helping bring the advanced technology into the mainstream healthcare arena.

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4/17/2019



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- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.

The MVCN offers caregivers access to the highest quality peer support programs and services— online and in their communities— through collaboration with partner organizations, agencies and groups that share a commitment to reducing caregiver isolation.

The Elizabeth Dole Foundation

- The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.
- The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.

LinkedIn

- VA is partnering with [LinkedIn's Military and Veterans Program](#) to offer Fry Scholarship recipients and family caregivers currently participating in VA's Program of Comprehensive Assistance for Family Caregivers cutting edge resources and tools at no cost through a 1-year free premium subscription to LinkedIn with networking, employment, and learning opportunities.


Secretary's Center for Strategic Partnerships


MAZON

SOCIAL DETERMINANTS OF HEALTH

- Feeding America and VA partnered to serve more than 44,000 Veterans and their families, which equates to roughly 700,000 meals. This equates to a value of \$1.3 million for Veterans and their families. There are 17 food pantries at VA facilities across the country, with more to come.
- MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking food assistance.



Thank you

-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

- VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

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MAZON.org

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- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.



Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention.
- In partnership with Johnson & Johnson, Spravato nasal spray, will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for the treatment of treatment-resistant depression in adults.

SAVE Training

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Signs of suicidal thinking

Ask questions

Validate the person's experience

Encourage treatment and Expedite getting help

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The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how 3D printing and applied virtual reality are useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

3D printing

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Applied Virtual Reality

Tools like this will help Veterans manage their pain. It will facilitate all kinds of treatments for them and can be used to treat ailments ranging from PTSD to opioid management.

Slide 27

BA22

need worthington AI Video

Barry, Ashleigh, 4/5/2019



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-





Secretary's Center for Strategic Partnerships

SECRETARY WILKIE'S PRIORITIES

- ❑ **Customer service:** Our first priority is customer service. That's the prime directive. When Veterans come to VA, it is not up to them to get us to say yes. It's up to us, you and me, to get Veterans to yes. We will also ensure every VA team member is trained and equipped to achieve that priority.
- ❑ **The MISSION Act:** Landmark legislation that will consolidate all of VA's community care efforts into a single program that is much easier to navigate for Veterans, families VA employees and community providers.
- ❑ **Business transformation:** VA is modernizing human resource management, finance and acquisition, and our supply chain, giving administrations more leeway to manage budgets, recruit, retain, and relocate staff needed to serve Veterans.
- ❑ **Bottom-up organization:** Cross compartmental dialogue is the key to achieving our goals. We must carry our ideas to Congress, Veterans Service Organizations, and to America's Veterans.
- ❑ **Electronic health record modernization:** This will create a continuum of care among VA, DoD, and private doctors.

We work very closely with Secretary Wilkie, and I can tell you these priorities are paramount to the success of our mission and we cannot achieve these goals on our own. Secretary Wilkie addresses this need for collaboration himself, in his message to you.

 Secretary's Center for Strategic Partnerships



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine." ~ VA Secretary Robert Wilkie

- You can see his commitment to Veterans is unwavering and our office works hard to execute that vision.

**Secretary's Center for Strategic Partnerships**

VA INNOVATIONS

- ☐ In 1948, the VA invented the implantable cardiac pacemaker, helping many patients prevent potentially life-threatening complications from irregular heartbeats.
- ☐ In 1968, the VA performed the first successful liver transplants and developed techniques for suppressing the body's natural attempt to reject transplanted tissue.
- ☐ VA researchers developed the first nicotine patch.
- ☐ VA pioneered the first electronic health records.
- ☐ VA scientists and researchers have received: Three Nobel Prizes in medicine or physiology, seven Lasker Awards and two 2014 Samuel J. Heyman Service to America Medals.

These are only a few of the many innovations that were started by VA. We are on the leading edge of healthcare.



What is a P3

- A public-private partnership (or P3) is a voluntary, collaborative, working relationship between the VA and one or more non-governmental organizations in which the goals, structures, governance, and roles and responsibilities are mutually determined to deliver the best possible services. P3s provide the capacity to achieve what may not otherwise be achieved by VA alone. These **Partnerships increase VA's impact on Veterans' lives.**
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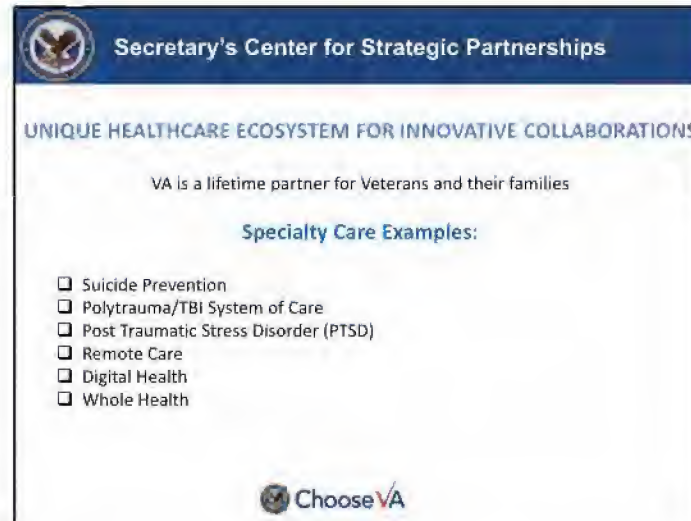
Secretary's Center for Strategic Partnerships

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How does VA deal with polytrauma and PTSD

Polytrauma/TBI = VA's [Polytrauma System of Care](#) (PSC) is an integrated network of specialized rehabilitation programs dedicated to serving Veterans and Service Members with both combat and civilian related Traumatic Brain Injury (TBI) and polytrauma. Services available through PCS include: interdisciplinary evaluation and treatment, development of a comprehensive plan of care, case management, patient and family education and training, psychosocial support, and application of advanced rehabilitation treatments and prosthetic technologies.

PTSD = Anyone can develop PTSD at any age. A number of factors can increase the chance that someone will have PTSD, many of which are not under that person's control. For example, having a very intense or long-lasting traumatic event or getting injured during the event can make it more likely that a person will develop PTSD. PTSD is also more common after certain types of trauma, like combat and sexual assault.

I mentioned earlier that more than 9 million Veterans were enrolled in VA Healthcare Services, with many turning to telehealth services for access and convenience of care.




Secretary's Center for Strategic Partnerships

TELEHEALTH

Increasing Access for our Veterans

- More than 1 million telehealth appointments.
- 2.3 million episodes of telehealth used.
- 45% of Veterans living in rural areas use telehealth.
- Last year more than 136,000 Veterans used VA Remote Patient Monitoring/Home Telehealth Services.



VA Remote Patient Monitoring/Home Telehealth Services

- This program encourages Veterans to enroll in the program, to actively participate in the daily management of their chronic condition, be it diabetes, pulmonary disease or congestive heart failure.
- VA provides devices to Veterans who participate in the program, which include weight scales, blood pressure cuffs, or even a transportable exam station.
- Telehealth services provide VA an opportunity to reach Veterans who aren't currently active participants in the VA system, and will help more Veterans access health care.

Slide 9

BA2

Telehealth video needs to be inserted and trimmed (I like the Dr. Heyworth one at the end where you see her engaging with patient)

Barry, Ashleigh, 4/4/2019



What is VA Video Connect and how does it help our Veterans

-VA Video Connect connects Veterans with their health care team from anywhere, using encryption to ensure a secure and private session. It makes VA health care more convenient and reduces travel times for Veterans, especially those in very rural areas with limited access to VA health care facilities, and it allows quick and easy health care access from any mobile or web-based device.

-Veterans and their health care providers jointly decide whether to use VA Video Connect for a medical visit.

- You can find it in the Android, Apple and Windows app stores.

Slide 10

BA2

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Barry, Ashleigh, 4/4/2019



We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of veterans. **Telehealth changes the location where health care services are routinely provided.**

Here is what our partners have to say about the strategic partnerships and providing these services for Veterans.

Slide 11

BA8

possible we will have a video here from T-Mobile

Barry, Ashleigh, 4/5/2019

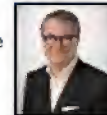


Secretary's Center for Strategic Partnerships

BRIDGING THE DIGITAL DIVIDE



"We are confident it will help make the VA's telehealth service accessible to more Veterans than ever."



Jan Geldmacher, President of Sprint Business



"Being able to make this invaluable service unlimited for all of our T-Mobile and Metro customers is the latest way we're showing our commitment to those who served."



Mike Katz, Executive Vice President of T-Mobile for Business


Secretary's Center for Strategic Partnerships



TELEHEALTH
PHILIPS



Extending the VA Care Footprint

- ☐ Philips Pioneered "Pods" to Serve Veterans.
- ☐ 10 Rural Access Points at VFW & American Legion Halls
- ☐ Eventually Expand to 100 locations.


Share of existing office


New build-out


Custom modular 'pod'

Telehealth by the numbers

Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#), as well as in some Walmart stores.

Many in healthcare view telehealth as key to bringing healthcare services to outlying, rural, and remote areas that lack critical medical services. And, a new telehealth initiative proposed by the VA could further advance that effort by helping bring the advanced technology into the mainstream healthcare arena.

Slide 13

BA9

All three of these images are for internal use only until Deborah's speech

Barry, Ashleigh, 4/5/2019



Secretary's Center for Strategic Partnerships

TELEHEALTH


PHILIPS

Extending the VA Care Footprint

"Public-private partnerships like our telehealth initiative with the VA will not only help us support our Veterans, as these pilot projects grow and evolve, they will provide best practices on how we improve access and inclusion throughout the healthcare system."



Vitor Rocha, CEO of Philips
North America



Secretary's Center for Strategic Partnerships

TELEHEALTH
Walmart

Extending the VA Care Footprint

- ❑ Ninety percent of Americans live within 10 miles of a Walmart. Ninety percent of Veterans don't live within 10 miles of a VA medical center.
- ❑ VA and Walmart announced an innovative collaboration to offer VA led telehealth services to reach underserved Veterans.
- ❑ The pilot will kick off in targeted locations that consider the number of Veterans and the health resources offered.

- The opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces is an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with leading edge healthcare.



Precision Oncology

-Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

-Nearly 50,000 Veterans are diagnosed with cancer each year. The median age at diagnosis was 65 years.

-The three most frequently diagnosed cancers among VA were prostate (29%), lung/bronchus (18%), and colon/rectum (8%).

Slide 16

BA11

<https://www.research.va.gov/topics/cancer.cfm#more> (this appears dated) I've emailed (b)(6)

Barry, Ashleigh, 4/5/2019

GSD9

(b)(6) is tracking down the metrics for this slide.

(b)(6) 4/16/2019



Secretary's Center for Strategic Partnerships

PRECISION ONCOLOGY

Prostate cancer is the most frequently diagnosed cancer among Veterans

Building an Ecosystem



Prostate Cancer
Foundation
Caring Together

☐ Prostate Cancer Foundation committed \$50M for 10 VA Centers for Excellence



Precision Oncology

- Prostate cancer is the most frequently diagnosed cancer among Veterans. In 2016, PCF committed \$50 million over five years to create VA centers of excellence that deliver innovative, best-in-class prostate cancer care to Veterans.
- More than half of the funds have already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.



VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (VA-Partnership to increase Access to Lung Screening). Its goal is to develop early-detection programs for lung cancer, a malignancy with an 80 percent cure rate when caught early.
- The VA-PALS initiative builds upon lessons learned from currently available screening programs, including those of [VA's Office of Rural Health](#), which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.

Slide 18

BA16 Picture of Screening Center

Barry, Ashleigh, 4/5/2019

GSD4 I took artwork from a VA-PALS article by VHA-Rural Health. I didn't see any readily accessible photos online.

(b)(6) 4/10/2019

GSD7 The Office of Rural Health has not responded with data yet.

(b)(6) 4/16/2019

GSD8 They referred it to Dr (b)(6) on April 12.

(b)(6) 4/16/2019



VA and IBM Watson Health announced the extension of a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded fantastic results for our Veterans.

After being diagnosed with stage 4 lung cancer, Tam Huynh, a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. His story demonstrates the value genomic studies have on cancer care. (Run time 2:14)



- Veterans with cancer who receive treatment from the Department of Veterans Affairs (VA) have easier access to clinical trials and cancer treatments, thanks to an agreement between VA, the National Cancer Institute (NCI), and the Prostate Cancer Foundation.
- VA has a large clinical research program that includes clinical trials in cancer and other diseases at numerous sites nationwide. The sites highlighted on this map represent locations

GSD10

This is work in progress. I'm working on the verification of the sites and color coding them, per Deborah's feedback.

(b)(6)

4/17/2019



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- VA is committed to providing Veterans with choice, access and the best customer service. VA Precision Oncology is best in class and VA is developing partnerships to expand this service to our Veterans.
- VA treats **3.5 percent** of the nation's cancer patients — the largest group of cancer patients within any one health-care group.

 Secretary's Center for Strategic Partnerships

PRECISION MEDICINE

SANFORD
HEALTH

- ❑ Sanford Health made a \$50M commitment for Veterans to receive free genetic testing through Pharmacogenomics Action for cancer Survivorship (PHASeR) program.
- ❑ VA plans to reach 250,000 Veterans by 2022.



"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie

Sanford Health

-Sanford Health and the VA recently announced a program that will provide pharmacogenetic testing to Veterans at no cost.

-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 sites by 2022. It launches this year at a pilot site in Durham, North Carolina.



Social Determinants of Health

Social determinants of health are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life. These forces and systems include economic policies and systems, development agendas, social norms, social policies and political systems. Partners that help us improve these conditions are:

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Secretary's Center for Strategic Partnerships

1-YEAR FREE PREMIUM SUBSCRIPTION

**LINKEDIN PARTNERSHIP
DEPARTMENT OF VETERANS AFFAIRS**

Looking Forward

The Department of Veterans Affairs, Veterans Independence Office, is excited to be partnering with LinkedIn's Military and Veterans Program to offer Fry Scholarship recipients and family caregivers currently participating in VA's Program of Comprehensive Assistance for Family Caregivers cutting edge resources and tools at no cost through a 1-year free premium subscription to LinkedIn with networking, employment, and learning opportunities.

This partnership provides access to a year-long upgrade to LinkedIn Premium at no charge, including free access to LinkedIn's career library or more than 2.5 billion job and learning resources.

- Gain advanced intelligence about how your resume is viewed by employers, including profiles of your job, company, and skills.
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LinkedIn by

Request yours today!

If you are a recipient of the VA Program of Comprehensive Assistance for Family Caregivers, you can request one of these subscriptions by visiting your VA career and learning resources page at: <https://www.va.gov/cafcp/program/for-family-caregivers/>

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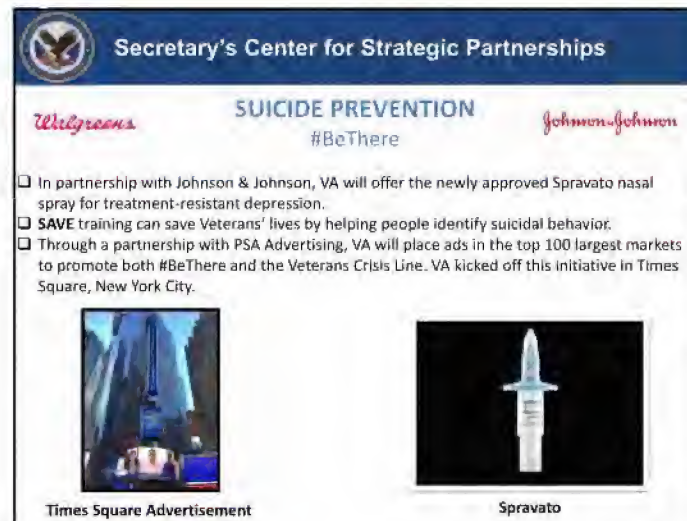
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Customer Service (BUTTON)

*NOTES *Secretary Wilkie has issued a customer service policy in which all VA executives, managers, supervisors and employees are held accountable to foster a climate of **customer service excellence**. Goal is to lead the President's work of improving customer experience across Federal agencies and deliver customer service to Veterans that is on par with top private sector companies. Making bold moves in training and implementing customer experience best practices.*

MISSION Act

Landmark legislation that improves access to care to best meet the medical needs of Veterans and complement existing VA facilities with community providers.

*Notes *MISSION Act also expands eligibility for Veterans and caregivers from all eras and will increase access to telehealth by authorizing VA providers to practice these services at any location in any state regardless of where the provider is licensed.*

Business Transformation

Active efforts underway to empower VA employees serving Veterans in the field to provide world-class customer service.

A leadership integration forum was recently implemented to synchronize deployment schedules across three platforms: our new electronic health record, financial management business transformation and the adoption of Defense Medical Logistics Standard Support

VA/DoD Collaboration

Strong emphasis placed on providing a seamless transition from military service to Veteran status specifically improving access to mental health and **suicide prevention** resources and engagement

Developing public-private partnerships and enhancing collaborations across Federal agencies

 Secretary's Center for Strategic Partnerships



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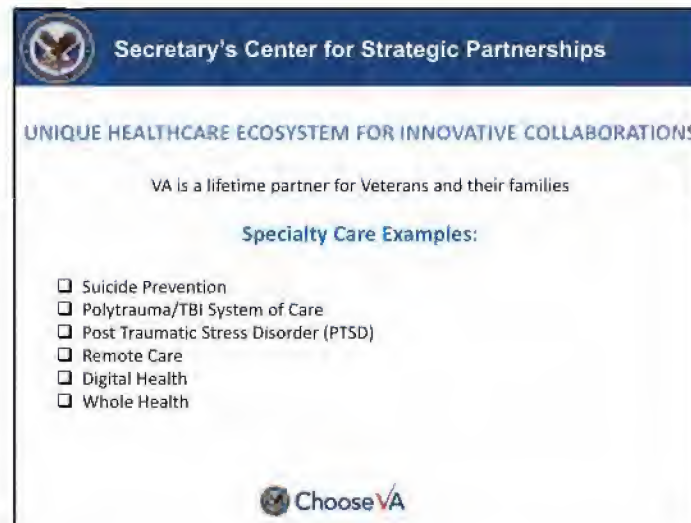
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- 2.3 million episodes of telehealth used.
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- Last year more than 136,000 Veterans used VA Remote Patient Monitoring/Home Telehealth Services.



VA Remote Patient Monitoring/Home Telehealth Services

- This program encourages Veterans to enroll in the program, to actively participate in the daily management of their chronic condition, be it diabetes, pulmonary disease or congestive heart failure.
- VA provides devices to Veterans who participate in the program, which include weight scales, blood pressure cuffs, or even a transportable exam station.
- Telehealth services provide VA an opportunity to reach Veterans who aren't currently active participants in the VA system, and will help more Veterans access health care.

Slide 9

BA2

Telehealth video needs to be inserted and trimmed (I like the Dr. Heyworth one at the end where you see her engaging with patient)

Barry, Ashleigh, 4/4/2019



What is VA Video Connect and how does it help our Veterans

-VA Video Connect connects Veterans with their health care team from anywhere, using encryption to ensure a secure and private session. It makes VA health care more convenient and reduces travel times for Veterans, especially those in very rural areas with limited access to VA health care facilities, and it allows quick and easy health care access from any mobile or web-based device.

-Veterans and their health care providers jointly decide whether to use VA Video Connect for a medical visit.

- You can find it in the Android, Apple and Windows app stores.

Slide 10

BA2

Telehealth video needs to be inserted and trimmed (I like the Dr. Heyworth one at the end where you see her engaging with patient)

Barry, Ashleigh, 4/4/2019



We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of veterans. **Telehealth changes the location where health care services are routinely provided.**

Here is what our partners have to say about the strategic partnerships and providing these services for Veterans.

Slide 11

BA8

possible we will have a video here from T-Mobile

Barry, Ashleigh, 4/5/2019

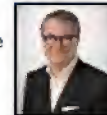


Secretary's Center for Strategic Partnerships

BRIDGING THE DIGITAL DIVIDE



"We are confident it will help make the VA's telehealth service accessible to more Veterans than ever."



Jan Geldmacher, President of Sprint Business



"Being able to make this invaluable service unlimited for all of our T-Mobile and Metro customers is the latest way we're showing our commitment to those who served."



Mike Katz, Executive Vice President of T-Mobile for Business


Secretary's Center for Strategic Partnerships





TELEHEALTH
PHILIPS

Extending the VA Care Footprint

☐ Philips Pioneered "Pods" to Serve Veterans.
☐ 10 Rural Access Points at VFW & American Legion Halls
☐ Eventually Expand to 100 locations.


Share of existing office


New build-out


Custom modular 'pod'

Telehealth by the numbers

Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#), as well as in some Walmart stores.

Many in healthcare view telehealth as key to bringing healthcare services to outlying, rural, and remote areas that lack critical medical services. And, a new telehealth initiative proposed by the VA could further advance that effort by helping bring the advanced technology into the mainstream healthcare arena.

Slide 13

BA9

All three of these images are for internal use only until Deborah's speech

Barry, Ashleigh, 4/5/2019



Secretary's Center for Strategic Partnerships

TELEHEALTH


PHILIPS

Extending the VA Care Footprint

"Public-private partnerships like our telehealth initiative with the VA will not only help us support our Veterans, as these pilot projects grow and evolve, they will provide best practices on how we improve access and inclusion throughout the healthcare system."



Vitor Rocha, CEO of Philips
North America



Secretary's Center for Strategic Partnerships

TELEHEALTH
Walmart

Extending the VA Care Footprint

- ❑ Ninety percent of Americans live within 10 miles of a Walmart. Ninety percent of Veterans don't live within 10 miles of a VA medical center.
- ❑ VA and Walmart announced an innovative collaboration to offer VA led telehealth services to reach underserved Veterans.
- ❑ The pilot will kick off in targeted locations that consider the number of Veterans and the health resources offered.

- The opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces is an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with leading edge healthcare.



Precision Oncology

-Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

-Nearly 50,000 Veterans are diagnosed with cancer each year. The median age at diagnosis was 65 years.

-The three most frequently diagnosed cancers among VA were prostate (29%), lung/bronchus (18%), and colon/rectum (8%).

Slide 16

BA11

<https://www.research.va.gov/topics/cancer.cfm#more> (this appears dated) I've emailed (b)(6)

Barry, Ashleigh, 4/5/2019

GSD9

(b)(6) is tracking down the metrics for this slide.

(b)(6) 4/16/2019



Secretary's Center for Strategic Partnerships

PRECISION ONCOLOGY

Prostate cancer is the most frequently diagnosed cancer among Veterans

Building an Ecosystem



Prostate Cancer
Foundation
Caring Together

☐ Prostate Cancer Foundation committed **\$50M** for **10 VA Centers for Excellence**



Precision Oncology

- Prostate cancer is the most frequently diagnosed cancer among Veterans. In 2016, PCF committed \$50 million over five years to create VA centers of excellence that deliver innovative, best-in-class prostate cancer care to Veterans.
- More than half of the funds have already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.



VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (VA-Partnership to increase Access to Lung Screening). Its goal is to develop early-detection programs for lung cancer, a malignancy with an 80 percent cure rate when caught early.
- The VA-PALS initiative builds upon lessons learned from currently available screening programs, including those of [VA's Office of Rural Health](#), which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.

Slide 18

BA16 Picture of Screening Center

Barry, Ashleigh, 4/5/2019

GSD4 I took artwork from a VA-PALS article by VHA-Rural Health. I didn't see any readily accessible photos online.

(b)(6) 4/10/2019

GSD7 The Office of Rural Health has not responded with data yet.

(b)(6) 4/16/2019

GSD8 They referred it to Dr. (b)(6) on April 12.

(b)(6) 4/16/2019



VA and IBM Watson Health announced the extension of a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded fantastic results for our Veterans.

After being diagnosed with stage 4 lung cancer, Tam Huynh, a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. His story demonstrates the value genomic studies have on cancer care. (Run time 2:14)



- Veterans with cancer who receive treatment from the Department of Veterans Affairs (VA) have easier access to clinical trials and cancer treatments, thanks to an agreement between VA, the National Cancer Institute (NCI), and the Prostate Cancer Foundation.
- VA has a large clinical research program that includes clinical trials in cancer and other diseases at numerous sites nationwide. The sites highlighted on this map represent locations

GSD10

This is work in progress. I'm working on the verification of the sites and color coding them, per Deborah's feedback.

(b)(6)

4/17/2019



What is Precision Oncology

- Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.
- VA is committed to providing Veterans with choice, access and the best customer service. VA Precision Oncology is best in class and VA is developing partnerships to expand this service to our Veterans.
- VA treats **3.5 percent** of the nation's cancer patients — the largest group of cancer patients within any one health-care group.

 Secretary's Center for Strategic Partnerships

PRECISION MEDICINE

SANFORD
HEALTH

- ❑ Sanford Health made a \$50M commitment for Veterans to receive free genetic testing through Pharmacogenomics Action for cancer Survivorship (PHASeR) program.
- ❑ VA plans to reach 250,000 Veterans by 2022.



"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie

Sanford Health

-Sanford Health and the VA recently announced a program that will provide pharmacogenetic testing to Veterans at no cost.

-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 sites by 2022. It launches this year at a pilot site in Durham, North Carolina.



Social Determinants of Health

Social determinants of health are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life. These forces and systems include economic policies and systems, development agendas, social norms, social policies and political systems. Partners that help us improve these conditions are:

American Red Cross

- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.

The Elizabeth Dole Foundation

-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.

-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.

LinkedIn

- VA is partnering with [LinkedIn's Military and Veterans Program](#) to offer Fry Scholarship recipients and family caregivers currently participating in VA's Program of Comprehensive Assistance for Family Caregivers cutting edge resources and tools at no cost through a 1-year free premium subscription to LinkedIn with networking, employment, and learning opportunities.



Thank you

-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

- VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

Feeding America


- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.



MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking

food assistance.


- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.


Secretary's Center for Strategic Partnerships



SUICIDE PREVENTION


#BeThere

- ☐ In partnership with Johnson & Johnson, VA will offer the newly approved Spravato nasal spray for treatment-resistant depression.
- ☐ **SAVE** training can save Veterans' lives by helping people identify suicidal behavior.
- ☐ Through a partnership with PSA Advertising, VA will place ads in the top 100 largest markets to promote both #BeThere and the Veterans Crisis Line. VA kicked off this initiative in Times Square, New York City.



Times Square Advertisement



Spravato

Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention.
- In partnership with Johnson & Johnson, Spravato nasal spray, will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for the treatment of treatment-resistant depression in adults.

SAVE Training

With the passage of the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans. As a first step, Walgreens pharmacists and key staff are helping to prevent suicide by participating with the VA Office of Suicide Prevention to receive SAVE training. SAVE training is:

Signs of suicidal thinking

Ask questions

Validate the person's experience

Encourage treatment and Expedite getting help

#BeThere campaign

- VA launched a national advertising to promote the **Be There** campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future.

- By promoting the **Be There** campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.



The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how 3D printing and applied virtual reality are useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

3D printing

Shoulder-replacement surgery is commonly performed to treat arthritis, which is a widespread condition among Veterans and the general population. However, the small amount of bone at the socket side of the shoulder joint is a major challenge to the long-term durability of shoulder replacements. By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models of the shoulder provide an additional tool for surgeons to use in pre-surgical planning, ultimately leading to longer-lasting shoulder replacements.

Applied Virtual Reality

Tools like this will help Veterans manage their pain. It will facilitate all kinds of treatments for them and can be used to treat ailments ranging from PTSD to opioid management.

Slide 26

BA22

need worthington AI Video

Barry, Ashleigh, 4/5/2019



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Email us: sp@va.gov





Secretary's Center for Strategic Partnerships

DEBORAH SCHER, EXECUTIVE ADVISOR TO THE SECRETARY, SECRETARY'S CENTER
FOR STRATEGIC PARTNERSHIPS, U.S. DEPARTMENT OF VETERANS AFFAIRS

The Secretary's Center for Strategic Partnerships

Please join the conversation on Twitter:
[@VAPartnerships](https://twitter.com/VAPartnerships)





Secretary's Center for Strategic Partnerships



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine." ~ VA Secretary Robert Wilkie

- You can see his commitment to Veterans is unwavering and our office works hard to execute that vision.



Secretary's Center for Strategic Partnerships

VA INNOVATIONS

- ☐ In 1948, the VA invented the implantable cardiac pacemaker, helping many patients prevent potentially life-threatening complications from irregular heartbeats.
- ☐ In 1968, the VA performed the first successful liver transplants and developed techniques for suppressing the body's natural attempt to reject transplanted tissue.
- ☐ VA researchers developed the first nicotine patch.
- ☐ VA pioneered the first electronic health record.
- ☐ VA scientists and researchers have received 3 Nobel Prizes in medicine or physiology, 7 Lasker Awards and 2 2014 Samuel J. Heyman Service to America Medals.

These are only a few of the many innovations that were started by VA. We are on the leading edge of healthcare.



Secretary's Center for Strategic Partnerships

OUR MISSION

- ☐ We have delegated authority from the VA Secretary to solicit and receive gifts. Our mission is to seek out **big, bold and impactful innovative collaborations** that significantly improve the lives of Veterans.
- ☐ There are two ways to partner around our mission. We have organizations that donate resources directly to the VA and others that provide programs directly to Veterans.



What is a P3

- A public-private partnership (or P3) is a voluntary, collaborative, working relationship between the VA and one or more non-governmental organizations in which the goals, structures, governance, and roles and responsibilities are mutually determined to deliver the best possible services. P3s provide the capacity to achieve what may not otherwise be achieved by VA alone. These **Partnerships increase VA's impact on Veterans' lives.**
- We are building a unique Healthcare Ecosystem for innovative collaborations.



Secretary's Center for Strategic Partnerships

UNIQUE HEALTHCARE ECOSYSTEM FOR INNOVATIVE COLLABORATIONS

Providing world-class services from service exit, to end of life care

- ☐ Driven by Healthcare Outcomes, Not Reimbursement
- ☐ Powerful Prevention Incentives
- ☐ Unique Longitudinal Care Data Sets
- ☐ Specialty Care





Secretary's Center for Strategic Partnerships

TELEHEALTH

Increasing Access for our Veterans

- More than 1 million telehealth appointments.
- 2.3 million episodes of telehealth used.
- 45% of Veterans living in rural areas use telehealth.
- Last year more than 136,000 Veterans used VA Remote Patient Monitoring/Home Telehealth Services.



VA Remote Patient Monitoring/Home Telehealth Services

- This program encourages Veterans to enroll in the program, to actively participate in the daily management of their chronic condition, be it diabetes, pulmonary disease or congestive heart failure.
- VA provides devices to Veterans who participate in the program, which include weight scales, blood pressure cuffs, or even a transportable exam station.
- Telehealth services provide VA an opportunity to reach Veterans who aren't currently active participants in the VA system, and will help more Veterans access health care.



Secretary's Center for Strategic Partnerships

TELEHEALTH



Bridging the Digital Divide

- Zero-rating: Major telecom carriers including Sprint and T-Mobile have eliminated data usage charges for Veterans and caregivers who use the VA Video Connect platform for telehealth visits.

We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of veterans. **Telehealth changes the location where health care services are routinely provided.**

Here is what our partners have to say about the strategic partnerships and providing these services for Veterans.



Secretary's Center for Strategic Partnerships

TELEHEALTH



Extending the VA Care Footprint

- ☐ Ninety percent of Americans live within 10 miles of a Walmart.
Ninety percent of Veterans don't live within 10 miles of a VA medical center.
- ☐ VA and Walmart announced an innovative collaboration to offer VA led telehealth services to reach underserved Veterans.
- ☐ The pilot will kick off in targeted locations that consider the number of Veterans and the health resources offered.

- The opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces is an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with leading edge healthcare.
- *Reminder: Status of locations and timeframe?



Secretary's Center for Strategic Partnerships

PRECISION ONCOLOGY

Clinical Pathway of Best Practices



- ☐ Nearly **50,000 Veterans** are diagnosed with cancer each year.
- ☐ Most frequently diagnosed cancers among Veterans are prostate, lung, and colon.

Precision Oncology

-Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

-Nearly 50,000 Veterans are diagnosed with cancer each year. The median age at diagnosis was 65 years.

-The three most frequently diagnosed cancers among VA were prostate (29%), lung/bronchus (18%), and colon/rectum (8%).



Secretary's Center for Strategic Partnerships

PRECISION ONCOLOGY

Prostate cancer is the most frequently diagnosed cancer among Veterans

Building an Ecosystem



- ☐ Prostate Cancer Foundation committed **\$50M** for 10 VA Centers for Excellence

Precision Oncology

- More than half of the funds have already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.



Secretary's Center for Strategic Partnerships

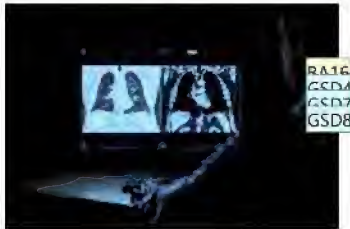
PRECISION ONCOLOGY

Veterans' tobacco use is greater than the general population in all age groups

Building an Ecosystem Launch



- ❑ Bristol-Myers Squibb Foundation funded establishment of **10 lung cancer screening centers within VA Medical Centers**



VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (**VA-Partnership to increase Access to Lung Screening**). Its goal is to develop early-detection programs for lung cancer, a malignancy with an 80 percent cure rate when caught early.
- The VA-PALS initiative builds upon lessons learned from currently available screening programs, including those of [VA's Office of Rural Health](#), which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.

Slide 11

BA16 Picture of Screening Center
Barry Ashleigh, 4/5/2019

GSD4 I took artwork from a VA-PALS article by VHA-Rural Health. I didn't see any readily accessible photos online.
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GSD7 The Office of Rural Health has not responded with data yet.
(b)(6) 4/16/2019

GSD8 They referred it to Dr. (b)(6) on April 12.
(b)(6) 4/16/2019



Secretary's Center for Strategic Partnerships

PRECISION ONCOLOGY Building an Ecosystem Launch



- ❑ IBM Watson donated **10,000 genomics studies** to VA oncologists for best-in-class cancer care.



VA and IBM Watson Health announced the extension of a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded fantastic results for our Veterans.

After being diagnosed with stage 4 lung cancer, Tam Huynh, a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. His story demonstrates the value genomic studies have on cancer care. (Run time 2:14)



- Veterans with cancer who receive treatment from the Department of Veterans Affairs (VA) have easier access to **clinical trials** and cancer treatments, thanks to an agreement between VA, the National Cancer Institute (NCI), and the Prostate Cancer Foundation (PCF).
- VA has a large clinical research program that includes clinical trials in cancer and other diseases at numerous sites nationwide. The sites highlighted on this map represent locations.
- **VA and the National Cancer Institute** will build infrastructure at VA sites to enable more Veterans to take part in cutting-edge clinical trials sponsored by NCI. Such trials typically test innovative experimental treatments, such as precision-medicine therapies based on patients' genetic profiles, or immunotherapies that harness patients' own immune systems to bring about cures.



Secretary's Center for Strategic Partnerships

PRECISION MEDICINE



- ❑ Sanford Health made a **\$50M commitment** for Veterans to receive free genetic testing through [Pharmacogenomics Action for cancer Survivorship \(PHASer\)](#) program.
- ❑ VA plans to reach **250,000 Veterans** by 2022.

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie

Sanford Health

-Sanford Health and the VA recently announced a program that will provide pharmacogenetic testing to Veterans at no cost.

-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 sites by 2022. It launches this year at a pilot site in Durham, North Carolina.



Secretary's Center for Strategic Partnerships

Walgreens

SUICIDE PREVENTION

Johnson & Johnson

- ❑ Executive Order enacted in March 2019 to help end a national tragedy of suicide: PREVENTS Initiative
- ❑ VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression.
- ❑ **SAVE** training can save Veterans' lives by helping people identify suicidal behavior.
- ❑ VA and PSA Advertising partnered to place ads in the top 100 largest markets to promote both #BeThere campaign and the Veterans Crisis Line.



Times Square Advertisement



Spravato

Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention. By Executive Order, the President has enacted the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide—the **PREVENTS** Initiative. The executive order mandates the establishment of the Veteran Wellness, Empowerment and Suicide Prevention Task Force and several other measures designed to help at risk Veterans.
- We also engage in partnerships with other organizations. For example, our partner Johnson & Johnson has developed the Spravato nasal spray. This product will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for the treatment of treatment-resistant depression in adults.

SAVE Training

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#BeThere campaign

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Secretary's Center for Strategic Partnerships

SOCIAL DETERMINANTS OF HEALTH



- ☐ The Elizabeth Dole Foundation announced its 2019 Class of Dole Caregiver Fellows training program. Caregivers ultimately provide more than **\$14 billion** in voluntary care for Veterans every year.
- ☐ 1 year free LinkedIn Premium for all transitioning service members.
- ☐ The American Red Cross provides Veteran caregivers with quality peer support programs and services through collaboration with partner organizations.



Social Determinants of Health

Social determinants of health are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life. These forces and systems include economic policies and systems, development agendas, social norms, social policies and political systems. Partners that help us improve these conditions are:

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Secretary's Center for Strategic Partnerships

SOCIAL DETERMINANTS OF HEALTH



- ❑ Feeding America and VA partnered to serve more than **44,000 Veterans and their families**, which equates to roughly 700,000 meals. There are **17 food pantries** at VA facilities across the country, with more to come
- ❑ MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were in need of food assistance



Thank you

-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

- **VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.**

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking food assistance.

- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.



Secretary's Center for Strategic Partnerships

Join the conversation!

Join the conversation and learn how you can help by following the Secretary's Center for Strategic Partnerships on Twitter :

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Email us: sp@va.gov

Website coming soon!



Driving Innovation Together Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 13, 2019*

DEBORAH LAFER SCHER
Executive Advisor to the Secretary
Secretary's Center For Strategic Partnerships
Join the conversation on Twitter [@VAPartnerships](https://twitter.com/VAPartnerships)

VA



U.S. Department of Veterans Affairs
Office of the Secretary
Secretary's Center for Strategic Partnerships



A commercial featuring Veterans using telehealth began airing on national television and theaters as a part of a new partnership between T-Mobile and VA. The ad, which highlights Veterans using VA Video Connect without incurring data charges, exemplifies the public-private partnerships VA has developed to increase access to care for Veterans.

Many Veterans we speak with daily say this service has been a life-saver in receiving quality care from the comfort and safety at their home.

The video is airing tonight, twice during the Bachelorette on ABC at 8 p.m., and twice during the Tonight Show on NBC at 11:35 p.m.

This would not be possible without the commitment of the Secretary.

VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

VA




U.S. Department of Veterans Affairs
Office of the Secretary
Secretary's Center for Strategic Partnerships


As you can see, his commitment to Veterans is unwavering and we work to execute that vision daily.

Now, let's look at his areas of highest priorities for the department.

Secretary Wilkie's Priorities

- Customer Service
- MISSION Act
- Business Transformation
- VA/DoD Collaboration



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Next, are examples of how VA is meeting Secretary Wilkie's priorities.

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- The program generated a 90 percent satisfaction rate for Veterans.






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VA




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Secretary Wilkie's Priorities



VA/DoD Collaboration

- Suicide Prevention
- Supply Chain
- Transition Assistance Program (TAP)
- Cerner Electronic Health Record

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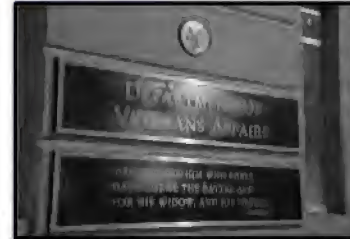
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VA Healthcare Innovations

- 1st implantable cardiac pacemaker
- 1st nicotine patch
- 1st electronic health record
- 1st successful liver transplant

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Unique Health Care Ecosystem for Innovative Collaborations

- Provided from discharge or retirement to end of life
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VA




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Leading the Nation in Telehealth

Increasing Access for Veterans

- 1 million+ telehealth appointments annually
- 1/3 of Veterans live in rural areas
- 136,000+ Veterans used VA Remote Patient Monitoring/Home Telehealth Services

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VA Remote Patient Monitoring/Home Telehealth Services

- This program encourages Veterans to enroll in the program, to actively participate in the daily management of their chronic condition, be it diabetes, pulmonary disease or congestive heart failure.
- VA provides devices to Veterans who participate in the program, which include weight scales, blood pressure cuffs, or even a transportable exam station.



This video will share the impact Telehealth has on the lives of these three Veterans:

- Thomas Baumgartner (Puerto Rico)
- Bruce Poole (Buffalo, New York)
- Bill Jacobs (Colorado)

Leading the Nation in Telehealth

Extending the VA Care Footprint

- Veterans often have to drive great distances to receive care
- 90% of Americans live within 10 miles of a Walmart. 90% of Veterans don't live within 10 miles of a VA Medical Center



VA



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- We have the opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces. It's an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with quality healthcare.

Leading the Nation in Telehealth

Extending the VA Care Footprint

- Philips committed to donate equipment, and create dedicated space for telehealth sessions
- 10 rural access points at VFW & American Legion Halls
- Eventually expand to 100 locations







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Extending the VA Care Footprint, One Pod at a Time

- Philips identified a solution to a VA need, by using their design expertise to create pods for private telehealth sessions. Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#), as well as in some Walmart stores.

Leading the Nation in Telehealth

Philips prototype featured in parade

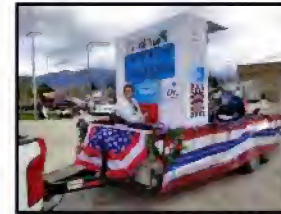


Photo Credit: Susan Dorman for Philips North America

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Veterans from the local Veterans of Foreign Wars featured a prototype telehealth pod in a parade in Eureka, Montana.

- Eureka is 9 miles south of U.S.- Canada border, 63 miles from Kalispell VA Community Based Outpatient Clinic, 256 miles from Fort Harrison VA Medical Center,
- If you look closely, the doctor administering telehealth care is none other than Grey's Anatomy's Dr. Derek "McDreamy" Shepherd, portrayed by actor Patrick Dempsey.

Leading the Nation in Telehealth

Bridging the Digital Divide

- Sprint and T-Mobile have eliminated data usage charges for Veterans and caregivers who use the VA Video Connect platform
- VA Video Connect



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We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint, T-Mobile and others for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of Veterans. Telehealth changes the location where health care services are routinely provided.

Now let's look at another high priority area – Precision Oncology.



Now I would like to share and how VA is Building a Precision Oncology Ecosystem

- Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment.
- Different colors represent different partners and this is just the beginning. We are building an ecosystem and wouldn't it be great to have your organization on this map?
- Veterans with cancer who receive treatment from the Department of Veterans Affairs (VA) have easier access to **clinical trials** and cancer treatments, thanks to an agreement between VA and the National Cancer Institute (NCI).
- VA has a large clinical research program that includes clinical trials in cancer and other diseases at numerous sites nationwide. The sites highlighted on this map represent locations.
- **VA and the National Cancer Institute** will build infrastructure at VA sites to enable more Veterans to take part in

cutting-edge clinical trials sponsored by NCI. Such trials typically test innovative experimental treatments, such as precision-medicine therapies based on patients' genetic profiles, or immunotherapies that harness patients' own immune systems to bring about cures.

Building a Precision Oncology Ecosystem

- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed \$50M for 10 VA Centers for Excellence
- VA building on this network to create a Precision Oncology System of Excellence

VA



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Precision Oncology

- Nearly 50,000 Veterans are diagnosed with cancer each year. The three most frequently diagnosed cancers among VA were prostate (29%), lung (18%), and colon (8%).
- More than half of \$50 million donation has already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.




By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

- Navy Veteran Christopher Seelye (pronounced SEE-LEE), a VA oncology patient, benefitted from this type of treatment. Here's his story (total run time 2:46). Christopher receives this treatment at VA Puget Sound Health Care System, a Center of Excellence.

Building a Precision Oncology Ecosystem

- VA/NCI partnership to increase Veteran access to innovative oncology clinical trials
- NCI commitment to fund staff and infrastructure to support hosting clinical trials in 12 VA Medical Centers




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NAVIGATE

The NCI and VA Interagency Group to Accelerate Trials Enrollment, or NAVIGATE, which is launching at 12 VA facilities across the country, will enhance the ability of Veterans to participate in trials carried out through NCI's National Clinical Trials Network and the NCI Community Oncology Research Program.

Building a Precision Oncology Ecosystem

- Veterans' tobacco use is greater than the general population in all age groups
- Bristol-Myers Squibb Foundation funded establishment of 10 lung cancer screening centers within VA Medical Centers



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VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (VA-Partnership to increase Access to Lung Screening). Its goal is to develop early-detection programs for lung cancer, a malignancy with a 70-80 percent cure rate when caught early.

-The VA-PALS initiative builds from currently available screening programs, including those of VA's Office of Rural Health, which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.

-It adds to a portfolio of other major VA lung cancer initiatives, which include the VALOR Trial (Veterans Affairs Lung Cancer Or Stereotactic Radiotherapy) and the APOLLO Network (Applied Proteogenomics Organizational Learning and Outcomes).

Another one of our partners in Oncology is IBM Watson.



VA and IBM Watson Health recently announced a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded results for our Veterans, with 10,000 genomic studies donated.

After being diagnosed with stage 4 lung cancer in 2016, Tam Huynh (pronounced Tam Win), a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. Tam's story demonstrates the value genomic studies have on cancer care. (Run time 2:14)

VA also partnered with Sanford Health in March, to offer pharmacogenetic testing to improve medication and dosage for Veterans receiving cancer treatment. A simple blood test that could change livelihood and longevity.

Precision Medicine

Sanford Health Partnership

- Sanford Health made a **\$50M commitment** for Veterans to receive free genetic testing through Pharmacogenomics Action for cancer Survivorship (PHASeR) program
- VA plans to reach **250,000 Veterans** by 2022

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie




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Sanford Health

-Sanford Health and the VA announced a program March 12, 2019, that will provide pharmacogenetic testing to Veterans at no cost.

-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 VA sites by 2022. It launched this year in Durham, North Carolina.

- The program has already seen four patients.
- Another priority area for VA is Suicide Prevention.

Mental Health

Suicide Prevention

- Presidential Executive Order enacted in March 2019 to help end a national tragedy of suicide: PREVENTS Initiative
- VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression






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Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention. By Executive Order, the President has enacted the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide—the **PREVENTS** Initiative. The executive order mandates the establishment of the Veteran Wellness, Empowerment and Suicide Prevention Task Force and several other measures designed to help at risk Veterans.
- We also engage in partnerships with other organizations. For example, our partner Johnson & Johnson has developed the Spravato nasal spray. This product will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for treatment-resistant depression in adults.

SAVE Training

With the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans. VA encourages all VA team members to take

SAVE training. SAVE stands for:

Signs of suicidal thinking

Ask questions

Validate the person's experience

Encourage treatment and **E**xpedite getting help

Mental Health



Be There Campaign

- VA placed ads in the top 100 largest markets to promote both #BeThere campaign and the Veterans Crisis Line.
- The program is in its first phase, there are about 700 billboards in the top 100 markets.




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#BeThere campaign

- Key takeaways – Free space and reduced rates
- VA launched a national advertising to promote the Be There campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future. Times Square receives 355,000 visitors per day (Times Square New York, 2019). We thought it was important to reach as many people as possible.
- By promoting the Be There campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.
- Together, as a community, we are working together to reverse this crisis.
- As we continue creating partnerships and expand support for Veterans, we reach out to organizations around Social Determinants of Health.

Social Determinants of Health

Caregiver Support

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.
- The Elizabeth Dole Foundation announced its 2019 Class of Dole Caregiver Fellows training program. Caregivers ultimately provide more than **\$14 billion** in voluntary care for Veterans every year.
- The American Red Cross provides Veteran caregivers with quality peer support programs and services through collaboration with partner organizations.

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Caregivers are our hidden heroes and are not often recognized. Much of their work goes unseen, except by the Veterans they provide care. Some of the partnerships that support our caregivers are:

LinkedIn

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The Elizabeth Dole Foundation

-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.

-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.

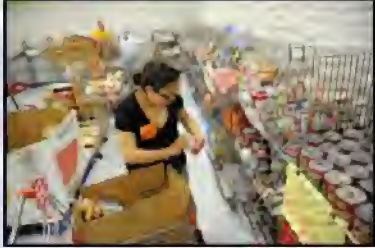
American Red Cross


- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.


Social Determinants of Health

Food Assistance

- VA is the pioneer health care organization to screen all Veterans who visit its facilities for hunger
- Feeding America and Mazon partnered to serve more than 44,000 Veterans and their families
- 17 food pantries at VA facilities across the country, with more to come







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VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking food assistance.

- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.

- And finally, as we continue our journey into the 21st Century, we look forward to expand partnerships even more through innovations.

Piloting Health Care Innovation

3D Printing

- 3D printing allows physicians to see patient anatomy in its true three-dimensional form
- There are 23 sites with 3D printing capabilities with more to come







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3D Printing success story

Pictured above are Dr. (b)(6) and Veteran (b)(6) at the San Francisco VA Medical Center. In 2016, Army Veteran (b)(6) slipped at home and broke his left leg. He had surgery on the leg at a non-VA hospital in Florida, but the bone healed crooked, causing him pain and making it difficult to walk.

Using 3D modeling, Dr. (b)(6) and his brother, Dr. (b)(6) made a model of (b)(6) crooked tibia and used it to simulate the surgery that would include straightening the leg and fitting metal plates prior to the actual operation.

3D printing

- By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models provide an additional tool for surgeons to use in pre-surgical planning, reducing the cost and time of surgeries.
- By using 3D models, the number of X-rays needed has dramatically decreased.

3D Partnership

- GE Healthcare and [VA Puget Sound Health Care System](#) are in a partnership to accelerate the use of 3D imaging in healthcare. VA will use GE software designed specifically for the medical field – which is expected to reduce the time it takes to create 3D models from hours to minutes.



Applied Virtual Reality

- One of the main goals is to help Veterans who suffer from chronic pain reduce their reliance on medications, such as opioids.
- Relaxation and guided imagery programs are also used to address stress, anxiety, frustration, anger, and pain. Heart rate and self-reporting from the Veteran are used to determine effectiveness.
- The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how applied virtual reality is useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

Driving Innovation Together



Partner with us to further:

- Secretary Robert Wilkie's Key Priorities
- Big, Bold, Impactful collaborations that change Veterans' lives
- Health care innovation

VA 

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We appreciate everyone's support as we seek to bring the benefits of our partnerships to Veterans, caregivers and their families.

Join the Conversation

Learn how you can help by connecting with the
Secretary's Center for Strategic Partnerships

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[@VAPartnerships](https://twitter.com/VAPartnerships)

Email
sp@va.gov

Website
www.va.gov/scsp
coming soon

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Driving Innovation Together Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 13, 2019*

DEBORAH LAFER SCHER
Executive Advisor to the Secretary
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Join the conversation on Twitter [@VAPartnerships](https://twitter.com/VAPartnerships)

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A commercial featuring Veterans using telehealth began airing on national television and theaters as a part of a new partnership between T-Mobile and VA. The ad, which highlights Veterans using VA Video Connect without incurring data charges, exemplifies the public-private partnerships VA has developed to increase access to care for Veterans.

Many Veterans we speak with daily say this service has been a life-saver in receiving quality care from the comfort and safety at their home.

The video is airing tonight, twice during the Bachelorette on ABC at 8 p.m., and twice during the Tonight Show on NBC at 11:35 p.m.

This would not be possible without the commitment of the Secretary.

VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

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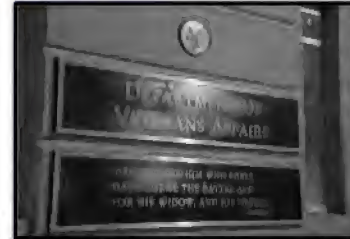
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VA Remote Patient Monitoring/Home Telehealth Services

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- VA provides devices to Veterans who participate in the program, which include weight scales, blood pressure cuffs, or even a transportable exam station.



This video will share the impact Telehealth has on the lives of these three Veterans:

- Thomas Baumgartner (Puerto Rico)
- Bruce Poole (Buffalo, New York)
- Bill Jacobs (Colorado)

Leading the Nation in Telehealth

Extending the VA Care Footprint

- Veterans often have to drive great distances to receive care
- 90% of Americans live within 10 miles of a Walmart. 90% of Veterans don't live within 10 miles of a VA Medical Center



VA



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- We have the opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces. It's an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with quality healthcare.

Leading the Nation in Telehealth

Extending the VA Care Footprint

- Philips committed to donate equipment, and create dedicated space for telehealth sessions
- 10 rural access points at VFW & American Legion Halls
- Eventually expand to 100 locations







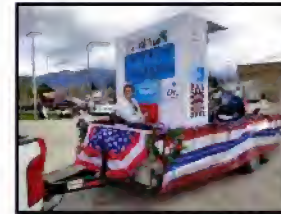
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Extending the VA Care Footprint, One Pod at a Time

- Philips identified a solution to a VA need, by using their design expertise to create pods for private telehealth sessions. Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#), as well as in some Walmart stores.

Leading the Nation in Telehealth

Philips prototype featured in parade



VA



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Veterans from the local Veterans of Foreign Wars featured a prototype telehealth pod in a parade in Eureka, Montana.

- Eureka is 9 miles south of U.S.- Canada border, 63 miles from Kalispell VA Community Based Outpatient Clinic, 256 miles from Fort Harrison VA Medical Center,
- If you look closely, the doctor administering telehealth care is none other than Grey's Anatomy's Dr. Derek "McDreamy" Shepherd, portrayed by actor Patrick Dempsey.

Leading the Nation in Telehealth

Bridging the Digital Divide

- Sprint and T-Mobile have eliminated data usage charges for Veterans and caregivers who use the VA Video Connect platform
- VA Video Connect



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We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint, T-Mobile and others for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of Veterans. Telehealth changes the location where health care services are routinely provided.

Now let's look at another high priority area – Precision Oncology.



Now I would like to share and how VA is Building a Precision Oncology Ecosystem

- Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment.
- Different colors represent different partners and this is just the beginning. We are building an ecosystem and wouldn't it be great to have your organization on this map?
- Veterans with cancer who receive treatment from the Department of Veterans Affairs (VA) have easier access to **clinical trials** and cancer treatments, thanks to an agreement between VA and the National Cancer Institute (NCI).
- VA has a large clinical research program that includes clinical trials in cancer and other diseases at numerous sites nationwide. The sites highlighted on this map represent locations.
- **VA and the National Cancer Institute** will build infrastructure at VA sites to enable more Veterans to take part in

cutting-edge clinical trials sponsored by NCI. Such trials typically test innovative experimental treatments, such as precision-medicine therapies based on patients' genetic profiles, or immunotherapies that harness patients' own immune systems to bring about cures.

Building a Precision Oncology Ecosystem

- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed \$50M for 10 VA Centers for Excellence
- VA building on this network to create a Precision Oncology System of Excellence

VA



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Precision Oncology

- Nearly 50,000 Veterans are diagnosed with cancer each year. The three most frequently diagnosed cancers among VA were prostate (29%), lung (18%), and colon (8%).
- More than half of \$50 million donation has already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.



By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

- Navy Veteran Christopher Seelye (pronounced SEE-LEE), a VA oncology patient, benefitted from this type of treatment. Here's his story (total run time 2:46). Christopher receives this treatment at VA Puget Sound Health Care System, a Center of Excellence.

Building a Precision Oncology Ecosystem

- VA/NCI partnership to increase Veteran access to innovative oncology clinical trials
- NCI commitment to fund staff and infrastructure to support hosting clinical trials in 12 VA Medical Centers




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NAVIGATE

The NCI and VA Interagency Group to Accelerate Trials Enrollment, or NAVIGATE, which is launching at 12 VA facilities across the country, will enhance the ability of Veterans to participate in trials carried out through NCI's National Clinical Trials Network and the NCI Community Oncology Research Program.

Building a Precision Oncology Ecosystem

- Veterans' tobacco use is greater than the general population in all age groups
- Bristol-Myers Squibb Foundation funded establishment of 10 lung cancer screening centers within VA Medical Centers



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VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (VA-Partnership to increase Access to Lung Screening). Its goal is to develop early-detection programs for lung cancer, a malignancy with a 70-80 percent cure rate when caught early.

-The VA-PALS initiative builds from currently available screening programs, including those of VA's Office of Rural Health, which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.

-It adds to a portfolio of other major VA lung cancer initiatives, which include the VALOR Trial (Veterans Affairs Lung Cancer Or Stereotactic Radiotherapy) and the APOLLO Network (Applied Proteogenomics Organizational Learning and Outcomes).

Another one of our partners in Oncology is IBM Watson.



VA and IBM Watson Health recently announced a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded results for our Veterans, with 10,000 genomic studies donated.

After being diagnosed with stage 4 lung cancer in 2016, Tam Huynh (pronounced Tam Win), a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. Tam's story demonstrates the value genomic studies have on cancer care. (Run time 2:14)

VA also partnered with Sanford Health in March, to offer pharmacogenetic testing to improve medication and dosage for Veterans receiving cancer treatment. A simple blood test that could change livelihood and longevity.

Precision Medicine

Sanford Health Partnership

- Sanford Health made a **\$50M commitment** for Veterans to receive free genetic testing through Pharmacogenomics Action for cancer Survivorship (PHASeR) program
- VA plans to reach **250,000 Veterans** by 2022

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie




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Sanford Health

-Sanford Health and the VA announced a program March 12, 2019, that will provide pharmacogenetic testing to Veterans at no cost.

-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 VA sites by 2022. It launched this year in Durham, North Carolina.

- The program has already seen four patients.
- Another priority area for VA is Suicide Prevention.

Mental Health

Suicide Prevention

- Presidential Executive Order enacted in March 2019 to help end a national tragedy of suicide: PREVENTS Initiative
- VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression






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Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention. By Executive Order, the President has enacted the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide—the **PREVENTS** Initiative. The executive order mandates the establishment of the Veteran Wellness, Empowerment and Suicide Prevention Task Force and several other measures designed to help at risk Veterans.
- We also engage in partnerships with other organizations. For example, our partner Johnson & Johnson has developed the Spravato nasal spray. This product will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for treatment-resistant depression in adults.

SAVE Training

With the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans. VA encourages all VA team members to take

SAVE training. SAVE stands for:

Signs of suicidal thinking

Ask questions

Validate the person's experience

Encourage treatment and **E**xpedite getting help

Mental Health



Be There Campaign

- VA placed ads in the top 100 largest markets to promote both #BeThere campaign and the Veterans Crisis Line.
- The program is in its first phase, there are about 700 billboards in the top 100 markets.




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#BeThere campaign


- Key takeaways – Free space and reduced rates
- VA launched a national advertising to promote the Be There campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future. Times Square receives 355,000 visitors per day (Times Square New York, 2019). We thought it was important to reach as many people as possible.
- By promoting the Be There campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.
- Together, as a community, we are working together to reverse this crisis.
- As we continue creating partnerships and expand support for Veterans, we reach out to organizations around Social Determinants of Health.

Social Determinants of Health

Caregiver Support

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.
- The Elizabeth Dole Foundation announced its 2019 Class of Dole Caregiver Fellows training program. Caregivers ultimately provide more than **\$14 billion** in voluntary care for Veterans every year.
- The American Red Cross provides Veteran caregivers with quality peer support programs and services through collaboration with partner organizations.





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Caregivers are our hidden heroes and are not often recognized. Much of their work goes unseen, except by the Veterans they provide care. Some of the partnerships that support our caregivers are:

LinkedIn

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.

The Elizabeth Dole Foundation

-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.

-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.

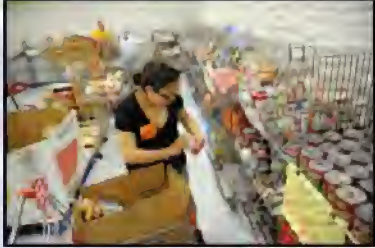
American Red Cross


- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.


Social Determinants of Health

Food Assistance

- VA is the pioneer health care organization to screen all Veterans who visit its facilities for hunger
- Feeding America and Mazon partnered to serve more than 44,000 Veterans and their families
- 17 food pantries at VA facilities across the country, with more to come







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VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking food assistance.

- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.

- And finally, as we continue our journey into the 21st Century, we look forward to expand partnerships even more through innovations.

Piloting Health Care Innovation

3D Printing

- 3D printing allows physicians to see patient anatomy in its true three-dimensional form
- There are 23 sites with 3D printing capabilities with more to come







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3D Printing success story

Pictured above are Dr. (b)(6) and Veteran (b)(6) at the San Francisco VA Medical Center. In 2016, Army Veteran (b)(6) slipped at home and broke his left leg. He had surgery on the leg at a non-VA hospital in Florida, but the bone healed crooked, causing him pain and making it difficult to walk.

Using 3D modeling, Dr. (b)(6) and his brother, Dr. (b)(6) made a model of (b)(6) crooked tibia and used it to simulate the surgery that would include straightening the leg and fitting metal plates prior to the actual operation.

3D printing

- By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models provide an additional tool for surgeons to use in pre-surgical planning, reducing the cost and time of surgeries.
- By using 3D models, the number of X-rays needed has dramatically decreased.

3D Partnership

- GE Healthcare and [VA Puget Sound Health Care System](#) are in a partnership to accelerate the use of 3D imaging in healthcare. VA will use GE software designed specifically for the medical field – which is expected to reduce the time it takes to create 3D models from hours to minutes.



Applied Virtual Reality

- One of the main goals is to help Veterans who suffer from chronic pain reduce their reliance on medications, such as opioids.
- Relaxation and guided imagery programs are also used to address stress, anxiety, frustration, anger, and pain. Heart rate and self-reporting from the Veteran are used to determine effectiveness.
- The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how applied virtual reality is useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

Driving Innovation Together



Partner with us to further:

- Secretary Robert Wilkie's Key Priorities
- Big, Bold, Impactful collaborations that change Veterans' lives
- Health care innovation

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We appreciate everyone's support as we seek to bring the benefits of our partnerships to Veterans, caregivers and their families.

Join the Conversation

Learn how you can help by connecting with the
Secretary's Center for Strategic Partnerships

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[@VAPartnerships](https://twitter.com/VAPartnerships)

Email
sp@va.gov

Website
www.va.gov/scsp
coming soon

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Driving Innovation Together Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 13, 2019*

DEBORAH LAFER SCHER
Executive Advisor to the Secretary
Secretary's Center For Strategic Partnerships
Join the conversation on Twitter [@VAPartnerships](https://twitter.com/VAPartnerships)

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A commercial featuring Veterans using telehealth began airing on national television and theaters as a part of a new partnership between T-Mobile and VA. The ad, which highlights Veterans using VA Video Connect without incurring data charges, exemplifies the public-private partnerships VA has developed to increase access to care for Veterans.

Many Veterans we speak with daily say this service has been a life-saver in receiving quality care from the comfort and safety at their home.

The video is airing tonight, twice during the Bachelorette on ABC at 8 p.m., and twice during the Tonight Show on NBC at 11:35 p.m.

This would not be possible without the commitment of the Secretary.

VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

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As you can see, his commitment to Veterans is unwavering and we work to execute that vision daily.

Now, let's look at his areas of highest priorities for the department.

Secretary Wilkie's Priorities

- Customer Service
- MISSION Act
- Business Transformation
- VA/DoD Collaboration



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Next, are examples of how VA is meeting Secretary Wilkie's priorities.

Secretary Wilkie's Priorities

Customer Service

- The University of Delaware, in partnership with the VA Veterans Experience Office, created the VA Patient Experience Academy in 2018.
- The program generated a 90 percent satisfaction rate for Veterans.






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There are active efforts underway to empower VA employees serving Veterans in the field to provide world class customer service.

VA Patient Experience Academy

The program, which is the first of its kind known in the country, was developed by the University of Delaware's Alfred Lerner College of Business and Economics, Hospitality Business Management Program in coordination with the VA Veterans Experience Office. The program, designed specifically for VA staff, consists of a five-week course that takes place two hours a week. At the end of the course, eligible students receive certificates of completion from the University.

- The program is designed for five 20-person groups of VA managers and associates from the Wilmington, Delaware VAMC and VA primary care locations in New Jersey and Delaware. Two groups have already graduated, with one group currently in training.
- This is an ongoing program that seeks to train all VA employees in the New Jersey and Delaware VA systems.

Secretary Wilkie's Priorities



Mission Act

- June 6 rollout of a community care expansion
- 20 days for primary care, mental care and non-institutional extended care services
- 30 minute average drive time for primary care, mental health and extended care services
- 60 minute average drive time for specialty care




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VA is proposing new access standards, effective when the final regulation, that is expected to be published next month, to ensure Veterans have greater choice in care. Eligibility criteria and final standards seen here were based on VA's analysis of all of the best practices both in government and in the private sector and tailored to the needs of our Veteran patients.

Access standards will be based on **average drive time** and **appointment wait times**.

- VA is proposing appointment wait-time standards of **20 days for primary care, mental health care, and non-institutional extended care services**, and 28 days for specialty care from the date of request with certain exceptions.
- For primary care, mental health, and non-institutional extended care services, VA is proposing a **30-minute average drive time standard**.
- For specialty care, VA is proposing a **60-minute average drive time standard**.

Secretary Wilkie's Priorities

Business Transformation

- Electronic health record – Cerner contract
- Financial management business transformation
- Defense Medical Logistics Standard Support




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Secretary Wilkie's Priorities



VA/DoD Collaboration

- Suicide Prevention
- Supply Chain
- Transition Assistance Program (TAP)
- Cerner Electronic Health Record

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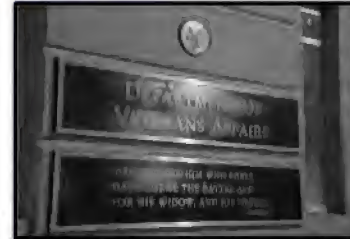
Strong emphasis placed on providing a seamless transition from military service to Veteran status specifically improving access to mental health and suicide prevention resources, and engagement.

Now, I'd like to share with you some facts about VA.

VA at a Glance

U.S. Department of Veterans Affairs

- More than 20 million living Veterans
- More than 9 million Veterans enrolled in VA
- 170 medical centers
- 1,074 outpatient sites
- FY20 Budget - \$220 billion
- 58 million appointments in 2018



VA



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VA Healthcare Innovations

- 1st implantable cardiac pacemaker
- 1st nicotine patch
- 1st electronic health record
- 1st successful liver transplant

VA



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These are only a few of the many innovations that were started at VA. We have on the leading edge of healthcare for a long time.



- VA announced that it is on track to eliminate the [hepatitis C virus \(HCV\)](#), in all Veterans willing and able to be treated. As of March 3, nearly 116,000 Veterans started all-oral hepatitis C medications in VA, of which 96,654 Veterans completed treatment and have been cured. VA expects to reach 100,000 Veterans cured in as few as two months.

- MVP – Largest U.S. biorepository with 700,000 gene mutations and 100,000 whole genomes sequenced.

- Blue Button – Pioneered this in 2010, the Blue Button enables Veterans to have access to their health record in a format they can use. These records include a summary, surgical and clinical notes, medical images and reports.

Partnerships are key to many innovations throughout the department. My office supports the establishment of these strategic partnerships.

Secretary's Center for Strategic Partnerships

Mission


- To seek out big, bold and impactful innovative collaborations that significantly improve the lives of Veterans

Authority

- Leadership has delegated authority from the VA Secretary to solicit and receive donations and expertise

Partnering

- Working with SCSIP, organizations can donate resources (monetary or non-monetary) directly to the VA or provide free services or products for Veterans

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My office takes on many different initiatives, projects, priorities, and identified needs.



Here is just a sampling of a few of our partners that we've been working with.

Several of these partners are helping us address a critical issue - access to health care.

Unique Health Care Ecosystem for Innovative Collaborations

- Provided from discharge or retirement to end of life
- Powerful prevention incentives
- Driven by healthcare outcomes, not reimbursement
- Unique longitudinal care data sets
- Specialty care

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Leading the Nation in Telehealth

Increasing Access for Veterans

- 1 million+ telehealth appointments annually
- 1/3 of Veterans live in rural areas
- 136,000+ Veterans used VA Remote Patient Monitoring/Home Telehealth Services

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VA Remote Patient Monitoring/Home Telehealth Services

- This program encourages Veterans to enroll in the program, to actively participate in the daily management of their chronic condition, be it diabetes, pulmonary disease or congestive heart failure.
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Leading the Nation in Telehealth

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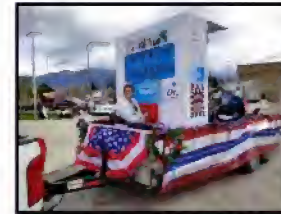
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Leading the Nation in Telehealth

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VA



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VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (VA-Partnership to increase Access to Lung Screening). Its goal is to develop early-detection programs for lung cancer, a malignancy with a 70-80 percent cure rate when caught early.

-The VA-PALS initiative builds from currently available screening programs, including those of VA's Office of Rural Health, which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.

-It adds to a portfolio of other major VA lung cancer initiatives, which include the VALOR Trial (Veterans Affairs Lung Cancer Or Stereotactic Radiotherapy) and the APOLLO Network (Applied Proteogenomics Organizational Learning and Outcomes).

Another one of our partners in Oncology is IBM Watson.



VA and IBM Watson Health recently announced a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded results for our Veterans, with 10,000 genomic studies donated.

After being diagnosed with stage 4 lung cancer in 2016, Tam Huynh (pronounced Tam Win), a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. Tam's story demonstrates the value genomic studies have on cancer care. (Run time 2:14)

VA also partnered with Sanford Health in March, to offer pharmacogenetic testing to improve medication and dosage for Veterans receiving cancer treatment. A simple blood test that could change livelihood and longevity.

Precision Medicine

Sanford Health Partnership

- Sanford Health made a **\$50M commitment** for Veterans to receive free genetic testing through Pharmacogenomics Action for cancer Survivorship (PHASeR) program
- VA plans to reach **250,000 Veterans** by 2022

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie




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Sanford Health

-Sanford Health and the VA announced a program March 12, 2019, that will provide pharmacogenetic testing to Veterans at no cost.

-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 VA sites by 2022. It launched this year in Durham, North Carolina.

- The program has already seen four patients.
- Another priority area for VA is Suicide Prevention.

Mental Health

Suicide Prevention

- Presidential Executive Order enacted in March 2019 to help end a national tragedy of suicide: PREVENTS Initiative
- VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression






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Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention. By Executive Order, the President has enacted the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide—the **PREVENTS** Initiative. The executive order mandates the establishment of the Veteran Wellness, Empowerment and Suicide Prevention Task Force and several other measures designed to help at risk Veterans.
- We also engage in partnerships with other organizations. For example, our partner Johnson & Johnson has developed the Spravato nasal spray. This product will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for treatment-resistant depression in adults.

SAVE Training

With the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans. VA encourages all VA team members to take

SAVE training. SAVE stands for:

Signs of suicidal thinking

Ask questions

Validate the person's experience

Encourage treatment and **E**xpedite getting help

Mental Health



Be There Campaign

- VA placed ads in the top 100 largest markets to promote both #BeThere campaign and the Veterans Crisis Line.
- The program is in its first phase, there are about 700 billboards in the top 100 markets.




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#BeThere campaign

- Key takeaways – Free space and reduced rates
- VA launched a national advertising to promote the Be There campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future. Times Square receives 355,000 visitors per day (Times Square New York, 2019). We thought it was important to reach as many people as possible.
- By promoting the Be There campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.
- Together, as a community, we are working together to reverse this crisis.
- As we continue creating partnerships and expand support for Veterans, we reach out to organizations around Social Determinants of Health.

Social Determinants of Health

Caregiver Support

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.
- The Elizabeth Dole Foundation announced its 2019 Class of Dole Caregiver Fellows training program. Caregivers ultimately provide more than **\$14 billion** in voluntary care for Veterans every year.
- The American Red Cross provides Veteran caregivers with quality peer support programs and services through collaboration with partner organizations.

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Caregivers are our hidden heroes and are not often recognized. Much of their work goes unseen, except by the Veterans they provide care. Some of the partnerships that support our caregivers are:

LinkedIn

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.

The Elizabeth Dole Foundation

-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.

-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.

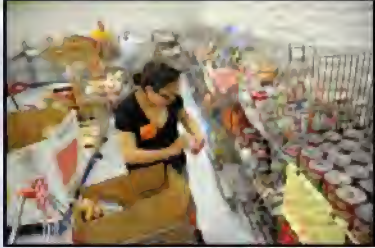
American Red Cross


- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.


Social Determinants of Health

Food Assistance

- VA is the pioneer health care organization to screen all Veterans who visit its facilities for hunger
- Feeding America and Mazon partnered to serve more than 44,000 Veterans and their families
- 17 food pantries at VA facilities across the country, with more to come







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VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking food assistance.

- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.

- And finally, as we continue our journey into the 21st Century, we look forward to expand partnerships even more through innovations.

Piloting Health Care Innovation

3D Printing

- 3D printing allows physicians to see patient anatomy in its true three-dimensional form
- There are 23 sites with 3D printing capabilities with more to come







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3D Printing success story

Pictured above are Dr. (b)(6) and Veteran (b)(6) at the San Francisco VA Medical Center. In 2016, Army Veteran (b)(6) slipped at home and broke his left leg. He had surgery on the leg at a non-VA hospital in Florida, but the bone healed crooked, causing him pain and making it difficult to walk.

Using 3D modeling, Dr. (b)(6) and his brother, Dr. (b)(6) made a model of (b)(6) crooked tibia and used it to simulate the surgery that would include straightening the leg and fitting metal plates prior to the actual operation.

3D printing

- By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models provide an additional tool for surgeons to use in pre-surgical planning, reducing the cost and time of surgeries.
- By using 3D models, the number of X-rays needed has dramatically decreased.

3D Partnership

- GE Healthcare and [VA Puget Sound Health Care System](#) are in a partnership to accelerate the use of 3D imaging in healthcare. VA will use GE software designed specifically for the medical field – which is expected to reduce the time it takes to create 3D models from hours to minutes.



Applied Virtual Reality

- One of the main goals is to help Veterans who suffer from chronic pain reduce their reliance on medications, such as opioids.
- Relaxation and guided imagery programs are also used to address stress, anxiety, frustration, anger, and pain. Heart rate and self-reporting from the Veteran are used to determine effectiveness.
- The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how applied virtual reality is useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

Driving Innovation Together



Partner with us to further:

- Secretary Robert Wilkie's Key Priorities
- Big, Bold, Impactful collaborations that change Veterans' lives
- Health care innovation

VA 

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We appreciate everyone's support as we seek to bring the benefits of our partnerships to Veterans, caregivers and their families.

Join the Conversation

Learn how you can help by connecting with the
Secretary's Center for Strategic Partnerships

Twitter
[@VAPartnerships](https://twitter.com/VAPartnerships)

Email
sp@va.gov

Website
www.va.gov/scsp
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Driving Innovation Together Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 13, 2019*

DEBORAH LAFER SCHER
Executive Advisor to the Secretary
Secretary's Center For Strategic Partnerships
Join the conversation on Twitter [@VAPartnerships](https://twitter.com/VAPartnerships)

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The partnership with T-Mobile enables Veterans and Caregivers to use VA Video Connect for a telehealth session without incurring data charges. We will come back to this later in the session, but, if this commercial made you smile and like me, want to watch it over and over again, you can view it this evening tonight, twice during the Bachelorette on ABC at 8 p.m., and twice during the Tonight Show on NBC at 11:35 p.m.

This partnership program not be possible without the commitment of the Secretary.

VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

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As you can see, his commitment to Veterans is unwavering and we work to execute that vision daily.

Now, let's look at his areas of highest priorities for the department.

Secretary Wilkie's Priorities

- Customer Service
- MISSION Act
- Business Transformation
- VA/DoD Collaboration



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Secretary Wilkie set these 4 priorities.

The Manchester, NH VA created this button and as we transition to a new VA, this says it all!

Next, are examples of how VA is executing on Secretary Wilkie's priorities.

Secretary Wilkie's Priorities

Customer Service

- The University of Delaware, in partnership with the VA Veterans Experience Office, created the VA Patient Experience Academy in 2018.
- The program generated a 90 percent satisfaction rate for Veterans.







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Independent reports show VA's healthcare is equivalent to or better than the private sector. How do we do a better job of serving our Veteran customers? There are active efforts underway to empower VA employees serving Veterans in the field to provide world class customer service. Manchester made the button, Wilmington Delaware VA created this training program in partnership with

University of Delaware Hospitality School

Anyone here ever participate in hospitality based customer service training?

- Ritz Carlton experience, 3 levels of service. Bryan Williams
- VA is fortunate to have a recent example of platinum service from one of our partners. Later in the presentation, I will tell you who it is.

Secretary Wilkie's Priorities



Mission Act

- June 6 rollout of a community care expansion
- 20 days for primary care and mental health care services
- 30 minute average drive time for primary care, and mental health care services
- 60 minute average drive time for specialty care

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VA is implementing new access standards in just a few weeks. Eligibility criteria and final standards seen here were based on VA's analysis of all of the best practices both in government and in the private sector and tailored to the needs of our Veteran patients.


How do we make sure the launch is successful?


How many of you are community care partners? Are there ways we might work more effectively together?

Secretary Wilkie's Priorities

Business Transformation

- Electronic Health Record – Cerner contract
- Financial Management Business Transformation
- Supply Chain Management




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Massive undertaking to use implement technology platforms that will help us perform better and faster. How many of you have lived through a major new system installation? Now image 3 simultaneously!


Leadership Integration Forum created to coordinate these important efforts.

Secretary Wilkie's Priorities



VA/DoD Collaboration

- Suicide Prevention
- Supply Chain
- Transition Assistance Program (TAP)
- Cerner Electronic Health Record

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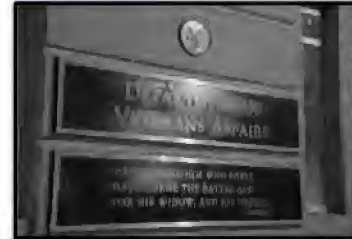
DoD is a critical thought partner for the VA. There is much we can learn from each other's expertise and many ways we can work together to deliver an improved experience for the heroes we serve. Strong emphasis placed on providing a seamless transition from military service to Veteran status specifically improving access to mental health and suicide prevention resources, and engagement.

Now, I'd like to share with you some facts about VA.

VA at a Glance

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- More than 20 million living Veterans
- More than 9 million Veterans enrolled in VA
- 170 medical centers
- 1,074 outpatient sites
- 58 million patient appointments, 2018
- 370,000 employees



VA



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Scale of VA

VA Healthcare Innovations

- 1st cardiac pacemaker implant
- 1st nicotine patch
- 1st electronic health record
- 1st successful liver transplant

VA



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Secretary Wilkie often talks about the VA's ground breaking, game-changing contributions to American medicine. These are only a few of the many innovations that were started at VA.

VA Healthcare Innovations

- 1st health care organization to eradicate Hepatitis C
- 1st health care organization to publish opioid rates and then lower them by 40 percent
- Million Veteran Program – 750,000 Veterans enrolled, 700,000 gene mutations, 100,000 whole genomes sequenced
- Blue Button – Veterans own their healthcare information

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- MVP – Largest U.S. biorepository with 700,000 gene mutations and 100,000 whole genomes sequenced.
- Blue Button – Pioneered this in 2010, access includes a summary health record, surgical and clinical notes, medical images and reports.

Partnerships are key to many innovations throughout the department. My office leads the creation and implementation of these strategic partnerships.

Secretary's Center for Strategic Partnerships

Mission


- To seek out big, bold and impactful innovative collaborations that significantly improve the lives of Veterans

Authority

- Leadership has delegated authority from the VA Secretary to solicit and receive donations

Partnering

- Working with SCSIP, organizations can donate resources (monetary or non-monetary) directly to the VA or provide free services or products for Veterans

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My office takes on many different initiatives, projects, priorities, and identified needs.



Here are some of our partners that we've going to showcase today..

One major driver is our collective focus on innovation.

Unique Health Care Ecosystem for Innovative Collaborations

- Serving America's heroes from discharge to end of life
- Powerful prevention incentives
- Driven by healthcare outcomes, not reimbursement
- Unique longitudinal care data sets
- Specialty care

VA



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VA is the ideal partner to drive healthcare innovation!

Leading the Nation in Telehealth

Increasing Access for Veterans

- 1 million+ telehealth appointments annually
- 1/3 of Veterans live in rural areas
- 136,000+ Veterans use VA Remote Patient Monitoring/Home Telehealth Services

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How many of you have experienced a telehealth session? VA is on a mission to embed virtual care throughout the system in order to deliver better customer service for all Veterans. Primary care, mental health, art therapy, music therapy, PT, nutrition counseling even building a telehealth oncology hub.


Want everyone to be able to participate. Bridge digital divide of broadband access and affordability.

Leading the Nation in Telehealth

Extending the VA Care Footprint

- Veterans often have to drive great distances to receive care
- Some live in areas without sufficient broadband for video telehealth.
- 90% of Americans live within 10 miles of a Walmart. 90% of Veterans don't live within 10 miles of a VA Medical Center



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- We have the opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces. It's an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with quality healthcare.

Philips

Leading the Nation in Telehealth

Extending the VA Care Footprint

- Philips committed to donate equipment, and create dedicated space for telehealth sessions
- 10 rural access points at VFW & American Legion Halls
- Eventually expand to 100 locations






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Philips, Platinum customer service!

Extending the VA Care Footprint, One Pod at a Time

- Philips identified a solution to a VA need, by using their design expertise to create pods for private telehealth sessions. Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#),
- Philips led a 1st co-create session in Eureka, Montana, 9 miles south of the Canadian border and 256 miles from the closest VA medical center. Veterans, their families and caregivers provided input on the structure Philips is creating to deliver private telehealth sessions at their local VSO hall.
- Float pictures



Image in our collective delight when Veterans from the local Veterans of Foreign Wars featured this prototype telehealth pod in a parade in Eureka, Montana.

- If you look closely, the doctor administering telehealth care is none other than Grey's Anatomy's Dr. Derek "McDreamy" Shepherd, portrayed by actor Patrick Dempsey.
- Zero rating



We call it Bridging the Digital Divide:

You remember we watched the T-Mobile commercial together. To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint, T-Mobile and others for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of Veterans. Telehealth changes the location where health care services are routinely provided.

Now let's look at another high priority area – Precision Oncology.




Now I would like to share how VA is Building a Precision Oncology Ecosystem- a nationwide system of excellence to deliver best in class oncology care for Veterans. 50,000 Veterans diagnosed with cancer every year.

- Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment.
- Different colors represent different partners and this is just the beginning. We are building an ecosystem and wouldn't it be great to have your organization on this map?

- Different colors represent different partners and this is just the beginning. We are building an ecosystem and wouldn't it be great to have your organization on this map?

Building a Precision Oncology Ecosystem

- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed \$50M for 10 VA Centers for Excellence
- VA building on this network to create a Precision Oncology System of Excellence

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Precision Oncology

- The three most frequently diagnosed cancers among VA were prostate (29%), lung (18%), and colon (8%).
- More than half of \$50 million donation has already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.
- IN this next video, you will learn more about our partnership with PCF and how precision oncology is helping one Veteran, Mr. Chris Seeley



By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

- Navy Veteran Christopher Seelye (pronounced SEE-LEE), a VA oncology patient, benefitted from this type of treatment. Here's his story (total run time 2:46). Christopher receives this treatment at VA Puget Sound Health Care System, a Center of Excellence.
- 2016 video. He is still doing well!

WE are expanding VA's capability to enable additional Veterans to participate in clinical trials through a partnership with the National Cancer Institute.

Building a Precision Oncology Ecosystem

- VA/NCI partnership to increase Veteran access to innovative oncology clinical trials
- NCI commitment to fund staff and infrastructure to support hosting clinical trials in 12 VA Medical Centers



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NAVIGATE

The NCI and VA Interagency Group to Accelerate Trials Enrollment, or NAVIGATE, which is launching at 12 VA facilities across the country, will enhance the ability of Veterans to participate in trials carried out through NCI's National Clinical Trials Network and the NCI Community Oncology Research Program.

LUNG CANCER is the second most common cancer at the VA. WE have a partnership to expand screening of this disease with the generous funding of the Bristol Myers Squibb Foundation.

Building a Precision Oncology Ecosystem

- Veterans' tobacco use is greater than the general population in all age groups
- Bristol-Myers Squibb Foundation funded establishment of 10 lung cancer screening centers within VA Medical Centers



VA



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VA-PALS

VA-PALS Implementation Network's goal is to develop early-detection programs for lung cancer, a malignancy with a 70+% cure rate when caught early.

Another one of our partners in Oncology is IBM Watson who is helping us conduct genomic studies of individual patients.



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Dr. Stone Tylenol, morphine story.

- Another priority area for VA is Suicide Prevention.

Mental Health

Suicide Prevention

- Presidential Executive Order enacted to help end a national tragedy of suicide: PREVENTS Initiative
- Everyone has a role to help reverse this tragic crisis
- VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression






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Suicide Prevention

- Suicide prevention is VA's top clinical priority. By Executive Order, the President has enacted the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide"—the **PREVENTS** Initiative.
- Mental Health is a challenging area for pharmaceutical companies focused on breakthrough drugs. Our partner Johnson & Johnson worked for years to develop the Spravato nasal spray. Within 48 hours of approval, the CEO of J&J and Secretary Wilkie developed a plan to make this product available to Veterans throughout the VA who have treatment-resistant depression.

SAVE Training

With the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans.

#BE THERE billboard campaign

Mental Health



Be There Campaign

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- The program will include 700 billboards in the top 100 markets.




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#BeThere campaign

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- By promoting the Be There campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.
- Together, as a community, we are working together to reverse this crisis.
- At VA , we approach healthcare as taking care of the whole person.

Social Determinants of Health

Caregiver Support

- 1 year free LinkedIn Premium for all transitioning service members. The program recently expanded to include 5,000 caregivers.
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The Elizabeth Dole Foundation

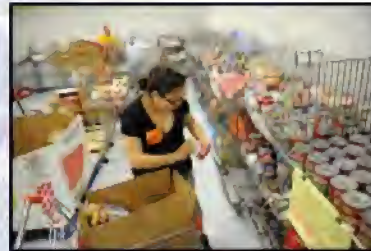
- The Elizabeth Dole Foundation is the preeminent organization our nation's 5.5 million military caregivers

Another topic which we also need to shine a brighter light on in this country is hunger.

Social Determinants of Health

Food Assistance

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- Feeding America and Mazon partnered to serve more than 44,000 Veterans and their families
- 17 food pantries at VA facilities across the country, with more to come



VA



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Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates.
- **While much of this morning has focused on innovative programs we've launched, I'd now like to share 2 that we are actively building and piloting.**

Piloting Health Care Innovation

3D Printing

- Allows physicians to see patient anatomy in its true 3-dimensional form
- Embraced by radiologists and surgeons
- 23 VA sites with 3D printing capabilities with more to come







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3D Printing success story

Pictured above are Dr. (b)(6) and Amry Veteran (b)(6) at the SF VA Medical Center. He had slipped at home and broke his left leg. His surgery at a non-VA hospital resulted in a crooked bone, causing him pain and making it difficult to walk. Using 3D modeling, the physicians made a model of (b)(6) crooked tibia and used it to simulate the surgery that would include straightening the leg and fitting metal plates prior to the actual operation.

3D printing

- By allowing **surgeons** to better appreciate the details of each individual patient's anatomy, 3D printed models provide an additional tool for surgeons to use in pre-surgical planning, reducing the # of X-rays needed and surgery time.
- **Radiologists** pull images out of screen and into their hands . Process went from hours to minutes.
- **Oncologists**- model of a kidney with cancer tumor.

3D Partnership GE Healthcare and [VA Puget Sound Health Care System](#) are in a partnership to drive innovative care.



Applied Virtual Reality

- One of the main goals is to help Veterans who suffer from chronic pain reduce their reliance on medications, such as opioids.
- Relaxation and guided imagery programs are also used to address stress, anxiety, frustration, anger, and pain. Heart rate and self-reporting from the Veteran are used to determine effectiveness.
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Driving Innovation Together



Partner with us to further:

- Secretary Robert Wilkie's Key Priorities
- Big, Bold, Impactful collaborations that change Veterans' lives
- Healthcare innovation

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Secretary's Center for Strategic Partnerships

Now, as you think about Secretary Wilkie's priorities., As you think about what the Prostate Cancer Foundation did with best in class oncology care or what Philips did with Atlas, you see the impact one single idea can have on Veterans lives. We hope you are also thinking of your own big, bold and impactful collaboration we could launch together.

We are eager to hear from you and look forward to continuing our conversation..

Join the Conversation

Learn how you can help by connecting with the
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[@VAPartnerships](https://twitter.com/VAPartnerships)

Email
sp@va.gov

Website
www.va.gov/scsp
coming soon

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Thank you!

Driving Innovation Together Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 13, 2019*

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Executive Advisor to the Secretary
Secretary's Center For Strategic Partnerships
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The partnership with T-Mobile enables Veterans and Caregivers to use VA Video Connect for a telehealth session without incurring data charges. We will come back to this later in the session, but, if this commercial made you smile and like me, want to watch it over and over again, you can view it this evening tonight, twice during the Bachelorette on ABC at 8 p.m., and twice during the Tonight Show on NBC at 11:35 p.m.

This partnership program not be possible without the commitment of the Secretary.

Sprint also offers the same Zero-rating of free data and we are working to generate a media campaign with them so stay tuned!

VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

VA



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As you can see, his commitment to Veterans is unwavering and we work to execute that vision daily.

Now, let's look at his areas of highest priorities for the department.

Secretary Wilkie's Priorities

- Customer Service
- MISSION Act
- Business Transformation
- VA/DoD Collaboration



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Secretary Wilkie set these 4 priorities.

The Manchester, NH VA created this button and as we transition to a new VA, this says it all!

Next, are examples of how VA is executing on Secretary Wilkie's priorities.

Secretary Wilkie's Priorities

Customer Service

- The University of Delaware, in partnership with the VA Veterans Experience Office, created the VA Patient Experience Academy in 2018.
- The program generated a 90 percent satisfaction rate for Veterans.






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A RAND study published April 25, 2018, stated VA's healthcare is equivalent to or better than the private sector (RAND, 2018). How do we do a better job of serving our Veteran customers? There are active efforts underway to empower VA employees serving Veterans in the field to provide world class customer service. Manchester made the button, Wilmington Delaware VA created this training program in partnership with **University of Delaware Hospitality School**

Anyone here ever participate in hospitality based customer service training?

- Ritz Carlton experience, 3 levels of service. Bryan Williams
- VA is fortunate to have a recent example of platinum service from one of our partners. Later in the presentation, I will tell you who it is.

Secretary Wilkie's Priorities



Mission Act

- June 6 rollout of a community care expansion
- 20 days for primary care and mental health care services
- 30 minute average drive time for primary care, and mental health care services
- 60 minute average drive time for specialty care

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VA is implementing new access standards in just a few weeks. Eligibility criteria and final standards seen here were based on VA's analysis of all of the best practices both in government and in the private sector and tailored to the needs of our Veteran patients.


How do we make sure the launch is successful?


How many of you are community care partners? Are there ways we might work more effectively together?

Secretary Wilkie's Priorities

Business Transformation

- Electronic Health Record – Cerner contract
- Financial Management Business Transformation
- Supply Chain Management




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Massive undertaking to use implement technology platforms that will help us perform better and faster. How many of you have lived through a major new system installation? Now imagine 3 simultaneously!


Leadership Integration Forum created in early 2019 to coordinate these important efforts.

Secretary Wilkie's Priorities



VA/DoD Collaboration

- Suicide Prevention
- Transition Assistance Program (TAP)

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DoD is a critical thought partner for the VA. There is much we can learn from each other's expertise and many ways we can work together to deliver an improved experience for the heroes we serve. Strong emphasis placed on providing a seamless transition from military service to Veteran status specifically improving access to mental health and suicide prevention resources, and engagement.

Now, I'd like to share with you some facts about VA.

VA at a Glance

U.S. Department of Veterans Affairs

- More than 20 million living Veterans
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VA



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Scale of VA

VA Healthcare Innovations

Then

- 1st cardiac pacemaker implant - 1960
- 1st successful liver transplant – 1962
- 1st electronic health record – 1977
- 1st nicotine patch – 1984

VA



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Secretary Wilkie often talks about the VA's ground breaking, game-changing contributions to American medicine. These are only a few of the many innovations that were started at VA.

VA Healthcare Innovations

Now

- 1st health care organization to eradicate Hepatitis C
- 1st health care organization to publish opioid rates and then lower them by 40 percent
- Million Veteran Program – 750,000 Veterans enrolled, 700,000 gene mutations, 100,000 whole genomes sequenced
- Blue Button – Veterans own their healthcare information

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- MVP – Largest U.S. biorepository with 700,000 gene mutations and 100,000 whole genomes sequenced.
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Partnerships are key to many innovations throughout the department. My office leads the creation and implementation of these strategic partnerships.

Secretary's Center for Strategic Partnerships

Mission


- To seek out big, bold and impactful collaborations that significantly improve the lives of Veterans

Authority

- Leadership has delegated authority from the VA Secretary to solicit and receive donations

Partnering

- Working with SCSIP, organizations can donate resources (monetary or non-monetary) directly to the VA or provide free services or products for Veterans

VA  **U.S. Department of Veterans Affairs**
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Secretary's Center for Strategic Partnerships

My office takes on many different initiatives, projects, priorities, and identified needs.



Here are some of our partners that we've going to showcase today..

One major driver is our collective focus on innovation.

Unique Health Care Ecosystem for Innovative Collaborations

- Serving America's heroes from discharge to end of life
- Powerful prevention incentives
- Driven by healthcare outcomes, not reimbursement
- Unique longitudinal care data sets
- Specialty care

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VA is the ideal partner to drive healthcare innovation!

Leading the Nation in Telehealth

Increasing Access for Veterans

- 1 million+ telehealth appointments annually
- 1/3 of Veterans live in rural areas
- 136,000+ Veterans use VA Remote Patient Monitoring/Home Telehealth Services

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How many of you have experienced a telehealth session? VA is on a mission to embed virtual care throughout the system in order to deliver better customer service for all Veterans. Primary care, mental health, art therapy, music therapy, PT, nutrition counseling even building a telehealth oncology hub.

Want everyone to be able to participate. Bridge digital divide of broadband access and affordability.

Leading the Nation in Telehealth

Extending the VA Care Footprint

- 90% of Americans live within 10 miles of a Walmart. 90% of Veterans don't live within 10 miles of a VA Medical Center
- Veterans often have to drive great distances to receive care
- Some live in areas without sufficient broadband for video telehealth.



VA



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- We have the opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces. It's an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with quality healthcare.

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Philips, Platinum customer service!

Extending the VA Care Footprint, One remote exam room at a time

- Philips identified a solution to a VA need, by using their design expertise to create pods for private telehealth sessions. Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#),
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- Float pictures



Image in our collective delight when Veterans from the local Veterans of Foreign Wars featured this prototype telehealth pod in a parade in Eureka, Montana.

- If you look closely, the doctor administering telehealth care is none other than Grey's Anatomy's Dr. Derek "McDreamy" Shepherd, portrayed by actor Patrick Dempsey.
- Zero rating






Now I would like to share how VA is Building a Precision Oncology Ecosystem- a nationwide system of excellence to deliver best in class oncology care for Veterans. 50,000 Veterans diagnosed with cancer every year.

- Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment.
- Different colors represent different partners and this is just the beginning. We are building an ecosystem.
- Wouldn't it be great to have your organization on this map?

Building a Precision Oncology Ecosystem

- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed \$50M for 10 VA Centers for Excellence
- VA building on this network to create a Precision Oncology System of Excellence



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Precision Oncology

- The three most frequently diagnosed cancers among VA were prostate (29%), lung (18%), and colon (8%).
- More than half of \$50 million donation has already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.
- IN this next video, you will learn more about our partnership with PCF and how precision oncology is helping one Veteran, Mr. Chris Seeley



By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

- Navy Veteran Christopher Seelye (pronounced SEE-LEE), a VA oncology patient, benefitted from this type of treatment. Here's his story (total run time 2:46). Christopher receives this treatment at VA Puget Sound Health Care System, a Center of Excellence.
- 2016 video. He is still doing well!

WE are expanding VA's capability to enable additional Veterans to participate in clinical trials through a partnership with the National Cancer Institute.

Building a Precision Oncology Ecosystem

- VA/NCI partnership to increase Veteran access to innovative oncology clinical trials
- NCI commitment to fund staff and infrastructure to support hosting clinical trials in 12 VA Medical Centers



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NAVIGATE

The NCI and VA Interagency Group to Accelerate Trials Enrollment, or NAVIGATE, which is launching at 12 VA facilities across the country, will enhance the ability of Veterans to participate in trials carried out through NCI's National Clinical Trials Network and the NCI Community Oncology Research Program.

LUNG CANCER is the second most common cancer at the VA. WE have a partnership to expand screening of this disease with the generous funding of the Bristol Myers Squibb Foundation.

Building a Precision Oncology Ecosystem

- Veterans' tobacco use is greater than the general population in all age groups
- Bristol-Myers Squibb Foundation funded establishment of 10 lung cancer screening centers within VA Medical Centers



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VA-PALS

VA-PALS Implementation Network's goal is to develop early-detection programs for lung cancer, a malignancy with a 70+% cure rate when caught early.

Another one of our partners in Oncology is IBM Watson who is helping us conduct genomic studies of individual patients.



IBM Watson Health donated 10,000 genomic studies, enabling the VA to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients.

After being diagnosed with stage 4 lung cancer in 2016, Tam Huynh (pronounced Tam Win), a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. Tam's story demonstrates the value genomic studies have on cancer care. (Run time 2:14)

VA also partnered with Sanford Health in March, to offer pharmacogenetic testing to improve medication and dosage for Veterans receiving cancer treatment. A simple blood test that could change livelihood and longevity.

Precision Medicine

Sanford Health Partnership

- Sanford Health made a **\$50M commitment** for Veterans to receive free pharmacogenetic testing through Pharmacogenomics Action for Cancer Survivorship (PHASER) program
- VA plans to reach **250,000 Veterans** by 2022



"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie





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Sanford Health

-Sanford Health and the VA announced a program March 12, 2019, that will provide pharmacogenetic testing to Veterans at no cost.

-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. Eventually, it will expand to up to 250,000 Veterans at 125 VA sites by 2022. It launched this year in Durham, North Carolina and has already seen nearly a dozen patients.

Dr. Stone Tylenol, morphine story.

- Another priority area for VA is Suicide Prevention.

Mental Health

Suicide Prevention

- Presidential Executive Order enacted to help end a national tragedy of suicide: PREVENTS Initiative
- Everyone has a role to help reverse this tragic crisis
- VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression






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Suicide Prevention

- Suicide prevention is VA's top clinical priority. By Executive Order, the President has enacted the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide"—the **PREVENTS** Initiative.
- Mental Health is a challenging area for pharmaceutical companies focused on breakthrough drugs. Our partner Johnson & Johnson worked for years to develop the Spravato nasal spray. Within 48 hours of approval, the CEO of J&J and Secretary Wilkie developed a plan to make this product available to Veterans throughout the VA who have treatment-resistant depression.

SAVE Training

With the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans.

#BE THERE billboard campaign

Mental Health



Be There Campaign

- VA placed ads in the 100 largest markets to promote both #BeThere campaign and the Veterans Crisis Line.
- Times Square receives 355,000 visitors daily.
- The program will include 700 billboards in the top 100 markets.





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#BeThere campaign


- Key takeaways – Free space and reduced rates
- VA launched a national advertising to promote the Be There campaign, started with an advertisement in New York Times Square, for five days, and then rolling out nationwide in the near future. Times Square receives 355,000 visitors per day (Times Square New York, 2019). We thought it was important to reach as many people as possible. **The memorandum of agreement with PSA has a period of performance of one year, followed by three consecutive option years.**
- By promoting the Be There campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.
- Together, as a community, we are working together to reverse this crisis.

- At VA , we approach healthcare as taking care of the whole person.

Social Determinants of Health

Caregiver Support

- 1 year free LinkedIn Premium for all transitioning service members. The program recently expanded to include 5,000 caregivers.
- The Elizabeth Dole Foundation reports Caregivers ultimately provide more than **\$14 billion** in voluntary care for Veterans every year.
- The American Red Cross provides Veteran caregivers with quality peer support programs and services through collaboration with partner organizations.

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Caregivers are our hidden heroes and are not often recognized. Much of their work goes unseen, except by the Veterans they provide care. Some of the partnerships that support our caregivers are:

LinkedIn

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.

The Elizabeth Dole Foundation

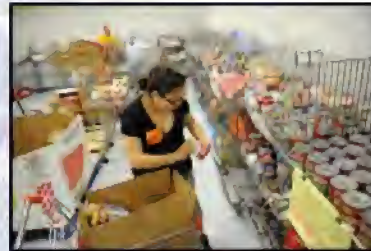
- The Elizabeth Dole Foundation is the preeminent organization our nation's 5.5 million military caregivers

Another topic which we also need to shine a brighter light on in this country is hunger.

Social Determinants of Health

Food Assistance

- VA is the pioneer health care organization to screen all Veterans who visit its facilities for hunger
- Feeding America and Mazon partnered to serve more than 44,000 Veterans and their families
- 17 food pantries at VA facilities across the country, with more to come



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VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates.
- **While much of this morning has focused on innovative programs we've launched, I'd now like to share 2 that we are actively building and piloting.**

Piloting Health Care Innovation

3D Printing

- Allows physicians to see patient anatomy in its true 3-dimensional form
- Embraced by radiologists and surgeons
- 23 VA sites with 3D printing capabilities with more to come







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3D Printing success story

Pictured above are Dr. (b)(6) and Army Veteran (b)(6) at the SF VA Medical Center. He had slipped at home and broke his left leg. His surgery at a non-VA hospital resulted in a crooked bone, causing him pain and making it difficult to walk. Using 3D modeling, the physicians made a model of (b)(6) crooked tibia and used it to simulate the surgery that would include straightening the leg and fitting metal plates prior to the actual operation.

3D printing

- By allowing **surgeons** to better appreciate the details of each individual patient's anatomy, 3D printed models provide an additional tool for surgeons to use in pre-surgical planning, reducing the # of X-rays needed and surgery time.
- **Radiologists** pull images out of screen and into their hands . Process went from hours to minutes.
- **Oncologists**- model of a kidney with cancer tumor.

3D Partnership GE Healthcare and [VA Puget Sound Health Care System](#) are in a partnership to drive innovative care.

Driving Innovation Together



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The partnership with T-Mobile enables Veterans and Caregivers to use VA Video Connect for a telehealth session without incurring data charges.

It ran the entire month of May on all major networks in primetime slots as well as during screenings of Avengers: Endgame, in theatres now.

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"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

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- Customer Service
- MISSION Act
- Business Transformation
- VA/DoD Collaboration



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Secretary Wilkie's Priorities



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- Suicide Prevention
- Supply Chain
- Transition Assistance Program (TAP)
- Cerner Electronic Health Record

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Scale of VA

You can see the sheer scale of the VA, the numbers speak for themselves and we have an important job to make sure each and everyone of them receive world-class care.

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Leading the Nation in Telehealth

Philips prototype featured in parade

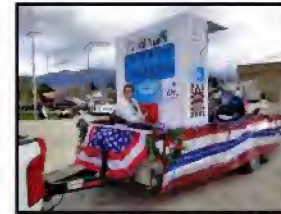
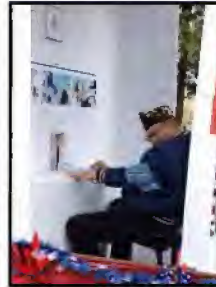


Photo Credit: Steve Dornan for BridgePoint Health

VA



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Imagine in our collective delight when Veterans from the local Veterans of Foreign Wars featured this prototype telehealth remote exam room in a parade in Eureka, Montana.

- If you look closely, the doctor administering telehealth care is none other than Grey's Anatomy's Dr. Derek "McDreamy" Shepherd, portrayed by actor Patrick Dempsey.
- Zero rating

Building a Precision Oncology Ecosystem

Map of the United States showing the locations of various entities involved in building a precision oncology ecosystem. The map is color-coded: purple for NCI Trial Locations, green for PCF Centers of Excellence, and orange for Lung Cancer Screening. Numerous locations are marked across the country, including Portland, ME; Portland, OR; Palo Alto, CA; Long Beach, CA; Phoenix, AZ; Denver, CO; Albuquerque, NM; San Antonio, TX; Houston, TX; Dallas, TX; San Diego, CA; Los Angeles, CA; San Francisco, CA; Seattle, WA; Minneapolis, MN; St. Louis, MO; Kansas City, MO; Chicago, IL; Indianapolis, IN; Cincinnati, OH; Cleveland, OH; Detroit, MI; Philadelphia, PA; New York, NY; Washington, DC; Baltimore, MD; Atlanta, GA; Charlotte, NC; Raleigh, NC; and Miami, FL.

Legend:

- NCI Trial Locations (Purple)
- PCF Centers of Excellence (Green)
- Lung Cancer Screening (Orange)


Now I would like to share how VA is Building a Precision Oncology Ecosystem- a nationwide system of excellence to deliver best in class oncology care for Veterans. 50,000 Veterans diagnosed with cancer every year.

- Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment.

- Different colors represent different partners and this is just the beginning. We are building an ecosystem and wouldn't it be great to have your organization on this map?

Building a Precision Oncology Ecosystem

- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed \$50M for 10 VA Centers for Excellence
- VA building on this network to create a Precision Oncology System of Excellence

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Precision Oncology

- The three most frequently diagnosed cancers among VA were prostate (29%), lung (18%), and colon (8%).
- More than half of \$50 million donation has already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.
- IN this next video, you will learn more about our partnership with PCF and how precision oncology is helping one Veteran, Mr. Chris Seeley



By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

- Navy Veteran Christopher Seelye (pronounced SEE-LEE), a VA oncology patient, benefitted from this type of treatment. Here's his story (total run time 2:46). Christopher receives this treatment at VA Puget Sound Health Care System, a Center of Excellence.
- 2016 video. He is still doing well!

WE are expanding VA's capability to enable additional Veterans to participate in clinical trials through a partnership with the National Cancer Institute.

Precision Medicine

Sanford Health Partnership

- Sanford Health made a **\$50M commitment** for Veterans to receive free pharmacogenetic testing through Pharmacogenomics Action for Cancer Survivorship (PHASer) program
- VA plans to reach **250,000 Veterans** by 2022

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie




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-Sanford Health and the VA announced a program March 12, 2019, that will provide pharmacogenetic testing to Veterans at no cost.

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Dr. Stone Tylenol, morphine story.

- Another priority area for VA is Suicide Prevention.

Mental Health

Suicide Prevention

- Presidential Executive Order enacted to help end a national tragedy of suicide: PREVENTS Initiative
- Everyone has a role to help reverse this tragic crisis
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Suicide Prevention

- Suicide prevention is VA's top clinical priority. By Executive Order, the President has enacted the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide"—the **PREVENTS** Initiative.
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#BE THERE billboard campaign

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U.S. Department of Veterans Affairs

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#BeThere campaign

- Key takeaways – Free space and reduced rates
- VA launched a national advertising to promote the Be There campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future. Times Square receives 355,000 visitors per day (Times Square New York, 2019). We thought it was important to reach as many people as possible.
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- Together, as a community, we are working together to reverse this crisis.
- At VA, we approach healthcare as taking care of the whole person.

Piloting Health Care Innovation

3D Printing

- Allows physicians to see patient anatomy in its true 3-dimensional form
- Embraced by radiologists and surgeons
- 23 VA sites with 3D printing capabilities with more to come







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3D Printing success story

Pictured above are Dr. (b)(6) and Army Veteran (b)(6) at the SF VA Medical Center. He had slipped at home and broke his left leg. His surgery at a non-VA hospital resulted in a crooked bone, causing him pain and making it difficult to walk. Using 3D modeling, the physicians made a model of (b)(6) crooked tibia and used it to simulate the surgery that would include straightening the leg and fitting metal plates prior to the actual operation.

3D printing

- By allowing **surgeons** to better appreciate the details of each individual patient's anatomy, 3D printed models provide an additional tool for surgeons to use in pre-surgical planning, reducing the # of X-rays needed and surgery time.
- **Radiologists** pull images out of screen and into their hands. Process went from hours to minutes.
- **Oncologists**- model of a kidney with cancer tumor.

3D Partnership GE Healthcare and [VA Puget Sound Health Care System](#) are in a partnership to drive innovative care.



Applied Virtual Reality

- One of the main goals is to help Veterans who suffer from chronic pain reduce their reliance on medications, such as opioids.
- Relaxation and guided imagery programs are also used to address stress, anxiety, frustration, anger, and pain. Heart rate and self-reporting from the Veteran are used to determine effectiveness.
- The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how applied virtual reality is useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

Driving Innovation Together



Partner with us to further:

- Secretary Robert Wilkie's Key Priorities
- Big, Bold, Impactful collaborations that change Veterans' lives
- Healthcare innovation

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Now, as you think about Secretary Wilkie's priorities. As you think about what the Prostate Cancer Foundation did with best in class oncology care or what Philips did with Atlas, you see the impact one single idea can have on Veterans lives. We hope you are also thinking of your own big, bold and impactful collaboration we could launch together.

We are eager to hear from you and look forward to continuing our conversation..

Join the Conversation

Learn how you can help by connecting with the
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Email
sp@va.gov

Website
www.va.gov/scsp

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Thank you!

Driving Innovation Together Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 13, 2019*

DEBORAH LAFER SCHER
Executive Advisor to the Secretary
Secretary's Center For Strategic Partnerships
Join the conversation on Twitter [@VAPartnerships](https://twitter.com/VAPartnerships)

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The partnership with T-Mobile enables Veterans and Caregivers to use VA Video Connect for a telehealth session without incurring data charges.

It ran the entire month of May on all major networks in primetime slots as well as during screenings of Avengers: Endgame, in theatres now.

This partnership program not be possible without the commitment of the Secretary.

VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

VA



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As you can see, his commitment to Veterans is unwavering and we work to execute that vision daily.

Now, let's look at his areas of highest priorities for the department.

Secretary Wilkie's Priorities

- Customer Service
- MISSION Act
- Business Transformation
- VA/DoD Collaboration



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Secretary Wilkie set these 4 priorities.

The Manchester, New Hampshire VA created this button and as we transition to a new VA, this says it all!

Next, are examples of how VA is executing on Secretary Wilkie's priorities.

Secretary Wilkie's Priorities

Customer Service

- The University of Delaware, in partnership with the VA Veterans Experience Office, created the VA Patient Experience Academy in 2018.
- The program generated a 90 percent satisfaction rate for Veterans.







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Independent reports show VA's healthcare is equivalent to or better than the private sector. How do we do a better job of serving our Veteran customers? There are active efforts underway to empower VA employees serving Veterans in the field to provide world class customer service. Manchester made the button, Wilmington Delaware VA created this training program in partnership with

University of Delaware Hospitality School

Anyone here ever participate in hospitality based customer service training?


- Ritz Carlton experience, 3 levels of service. Bryan Williams
- VA is fortunate to have a recent example of platinum service from one of our partners. Later in the presentation, I will tell you who it is.

Secretary Wilkie's Priorities



Mission Act

- Community care expansion underway (June 6)
- 20 days for primary care and mental health care services
- 30 minute average drive time for primary care, and mental health care services
- 60 minute average drive time for specialty care

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VA just implemented new access standards. Eligibility criteria and final standards seen here were based on VA's analysis of all of the best practices both in government and in the private sector and tailored to the needs of our Veteran patients.


We are committed to making sure the launch is successful?


How many of you are community care partners? Are there ways we might work more effectively together?

Secretary Wilkie's Priorities

Business Transformation

- Electronic Health Record – Cerner contract
- Financial Management Business Transformation
- Supply Chain Management




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Massive undertaking to implement technology platforms that will help us perform better and faster. How many of you have lived through a major new system installation? Now imagine 3 simultaneously!


Leadership Integration Forum created to coordinate these important efforts.

Secretary Wilkie's Priorities



VA/DoD Collaboration

- Suicide Prevention
- Supply Chain
- Transition Assistance Program (TAP)
- Cerner Electronic Health Record

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DoD is a critical thought partner for the VA. There is much we can learn from each other's expertise and many ways we can work together to deliver an improved experience for the heroes we serve. Strong emphasis is placed on providing a seamless transition from military service to Veteran status specifically improving access to mental health and suicide prevention resources, and engagement.

Now, I'd like to share with you some facts about VA.

VA at a Glance

U.S. Department of Veterans Affairs

- More than 20 million living Veterans
- More than 9 million Veterans enrolled in VA
- 170 medical centers
- 1,074 outpatient sites
- 58 million patient appointments, 2018
- 370,000 employees



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Scale of VA

You can see the sheer scale of the VA, the numbers speak for themselves and we have an important job to make sure each and everyone of them receive world-class care.

VA Healthcare Innovations

- 1st health care organization to eradicate Hepatitis C
- 1st health care organization to publish opioid rates and then lower them by 40 percent
- Million Veteran Program – 750,000 Veterans enrolled, 700,000 gene mutations, 100,000 whole genomes sequenced
- Blue Button – Veterans own their healthcare information




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VA has been at the forefront of medical care innovation for decades. VA developed:

- 1st cardiac pacemaker implant – 1960
 - 1st successful liver transplant - 1962
 - 1st electronic health record - 1977
 - 1st nicotine patch - 1984
- MVP – Largest U.S. biorepository with 700,000 gene mutations and 100,000 whole genomes sequenced.
- Blue Button – Pioneered this in 2010, access includes a summary health record, surgical and clinical notes, medical images and reports.

Partnerships are key to many innovations throughout the department. My office leads the creation and implementation of these strategic partnerships.

Secretary's Center for Strategic Partnerships

Mission


- To seek out big, bold and impactful collaborations that significantly improve the lives of Veterans

Authority

- Leadership has delegated authority from the VA Secretary to solicit and receive donations

Partnering

- Working with SCSIP, organizations can donate resources (monetary or non-monetary) directly to the VA or provide free services or products for Veterans

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My office takes on many different initiatives, projects, priorities, and identified needs.



Here are some of our partners that we're going to showcase today..

One major driver is our collective focus on innovation.

Leading the Nation in Telehealth

Increasing Access for Veterans

- 1 million+ telehealth appointments annually
- 1/3 of Veterans live in rural areas
- 136,000+ Veterans use VA Remote Patient Monitoring/Home Telehealth Services

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How many of you have experienced a telehealth session? VA is on a mission to embed virtual care throughout the system in order to deliver better customer service for all Veterans. Primary care, mental health, art therapy, music therapy, PT, nutrition counseling even building a telehealth oncology hub.

Want everyone to be able to participate. Bridge digital divide of broadband access and affordability.

Unique Health Care Ecosystem for Innovative Collaborations

- Serving America's heroes from discharge to end of life
- Powerful prevention incentives
- Driven by healthcare outcomes, not reimbursement
- Unique longitudinal care data sets
- Specialty care

VA




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VA is the ideal partner to drive healthcare innovation!

Leading the Nation in Telehealth

Extending the VA Care Footprint

- Veterans often have to drive great distances to receive care
- Some live in areas without sufficient broadband for video telehealth.
- 90% of Americans live within 10 miles of a Walmart. 90% of Veterans don't live within 10 miles of a VA Medical Center



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- We have the opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces. It's an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with quality healthcare.

Philips

Leading the Nation in Telehealth

Extending the VA Care Footprint

- Philips committed to donate equipment, and create dedicated space for telehealth sessions
- 10 rural access points at VFW & American Legion Halls
- Eventually expand to 100 locations







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Philips, Platinum customer service!

Extending the VA Care Footprint, one remote exam room at a time

- Philips identified a solution to a VA need, by using their design expertise to create remote telehealth exam rooms. Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#),
- Philips led a 1st co-create session in Eureka , Montana, 9 miles south of the Canadian border and 256 miles from the closest VA medical center. Veterans , their families and caregivers provided input on the structure Philips is creating to deliver private telehealth sessions at their local VSO hall.
- Float pictures

Leading the Nation in Telehealth

Philips prototype featured in parade

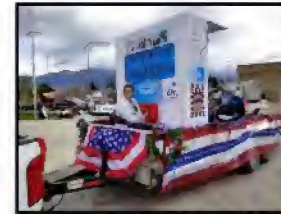


Photo Credit: Steve Dornan for Philips North America

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Mental Health

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Piloting Health Care Innovation

3D Printing

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Pictured above are Dr. (b)(6) and Army Veteran (b)(6) at the SF VA Medical Center. He had slipped at home and broke his left leg. His surgery at a non-VA hospital resulted in a crooked bone, causing him pain and making it difficult to walk. Using 3D modeling, the physicians made a model of (b)(6) crooked tibia and used it to simulate the surgery that would include straightening the leg and fitting metal plates prior to the actual operation.

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Driving Innovation Together



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Thank you!

The Future of the Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 15, 2019*

DEBORAH LAFER SCHER
Executive Advisor to the Secretary
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- You can see his commitment to Veterans is unwavering and our office works hard to execute that vision.

VA Healthcare Innovations

Leading Edge VA Healthcare Innovations

- In 1948, the VA invented the implantable cardiac pacemaker, helping many patients prevent potentially life-threatening complications from irregular heartbeats.
- In 1968, the VA performed the first successful liver transplants and developed techniques for suppressing the body's natural attempt to reject transplanted tissue.

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These are only a few of the many innovations that were started by VA. We are on the leading edge of healthcare.

VA Healthcare Innovations

Leading Edge VA Healthcare Innovations (cont.)

- VA researchers developed the first nicotine patch.
- VA pioneered the first electronic health record.
- VA scientists and researchers have received 3 Nobel Prizes in medicine or physiology, 7 Lasker Awards and 2 - 2014 Samuel J. Heyman Service to America Medals.

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What is a P3

- A public-private partnership (or P3) is a voluntary, collaborative, working relationship between the VA and one or more non-governmental organizations in which the goals, structures, governance, and roles and responsibilities are mutually determined to deliver the best possible services. P3s provide the capacity to achieve what may not otherwise be achieved by VA alone. These **Partnerships increase VA's impact on Veterans' lives.**
- We are building a unique Healthcare Ecosystem for innovative collaborations.

Unique Healthcare Ecosystem for Innovative Collaborations

World-Class Services

- Provided from discharge or retirement to end of life
- Driven by healthcare outcomes, not reimbursement
- Powerful prevention incentives
- Unique longitudinal care data sets
- Specialty care

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Partners



Elizabeth Dole Foundation
CARING FOR MILITARY FAMILIES



Sprint



IBM Watson



FEEDING
AMERICA



Mazon

A Jewish Response
To Hunger



Walmart



Prostate Cancer
Foundation
Curing Together



Bristol-Myers Squibb



Walgreens



LinkedIn



SANFORD
HEALTH



T-Mobile



American
Red Cross



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Telehealth

Increasing Access for Veterans

- More than 1 million telehealth appointments
- 2.3 million episodes of telehealth used
- 45% of Veterans living in rural areas use telehealth
- Last year more than 136,000 Veterans used VA Remote Patient Monitoring/Home Telehealth Services



U.S. Department of Veterans Affairs
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VA Remote Patient Monitoring/Home Telehealth Services

- This program encourages Veterans to enroll in the program, to actively participate in the daily management of their chronic condition, be it diabetes, pulmonary disease or congestive heart failure.
- VA provides devices to Veterans who participate in the program, which include weight scales, blood pressure cuffs, or even a transportable exam station.
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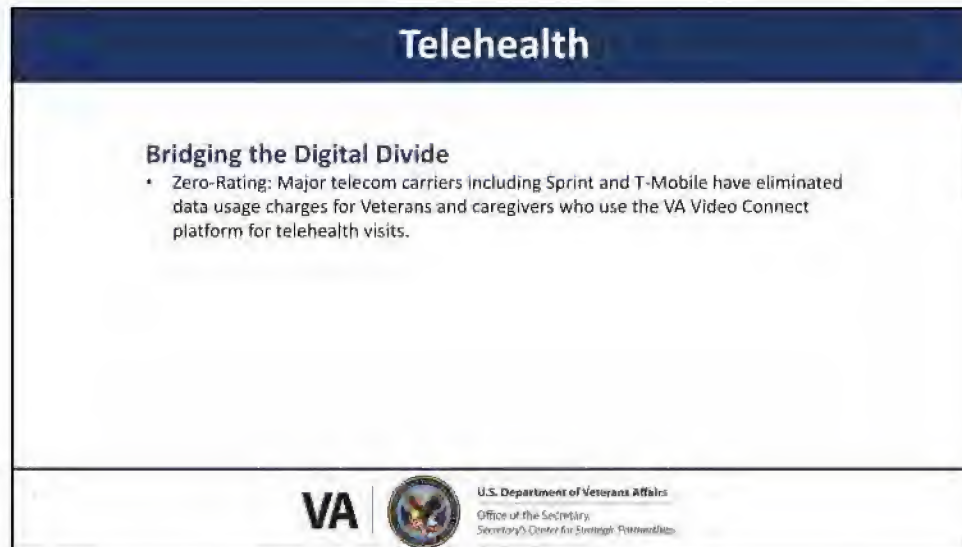
Telehealth

Extending the VA Care Footprint

- Ninety percent of Americans live within 10 miles of a Walmart, Ninety percent of Veterans don't live within 10 miles of a VA medical center.
- VA and Walmart announced an innovative collaboration to offer VA led telehealth services to reach underserved Veterans.
- The pilot will kick off in targeted locations that consider the number of Veterans and the health resources offered.

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Secretary's Center for Strategic Partnerships


- The opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces is an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with leading edge healthcare.
- *Reminder: Status of locations and timeframe?

A presentation slide titled "Telehealth" in a dark blue header. The main content area is white and contains the section "Bridging the Digital Divide" with a bullet point about zero-rating. The footer is white and contains the VA logo, the U.S. Department of Veterans Affairs seal, and the text "U.S. Department of Veterans Affairs", "Office of the Secretary", and "Secretary's Center for Strategic Partnerships".

Telehealth

Bridging the Digital Divide

- Zero-Rating: Major telecom carriers including Sprint and T-Mobile have eliminated data usage charges for Veterans and caregivers who use the VA Video Connect platform for telehealth visits.

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We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of veterans. **Telehealth changes the location where health care services are routinely provided.**

Here is what our partners have to say about the strategic partnerships and providing these services for Veterans.



Precision Oncology

Clinical Pathway of Best Practices

- Nearly **50,000 Veterans** are diagnosed with cancer each year
- Most frequently diagnosed cancers among Veterans are prostate, lung, and colon

Building an Ecosystem Launch

- IBM Watson donated **10,000 genomics studies** to VA oncologists for best-in-class cancer care.



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Precision Oncology

-Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

-Nearly 50,000 Veterans are diagnosed with cancer each year. The median age at diagnosis was 65 years.

-The three most frequently diagnosed cancers among VA were prostate (29%), lung/bronchus (18%), and colon/rectum (8%).




VA and IBM Watson Health announced the extension of a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded fantastic results for our Veterans.

After being diagnosed with stage 4 lung cancer, Tam Huynh, a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. His story demonstrates the value genomic studies have on cancer care. (Run time 2:14)

Precision Oncology

Building an Ecosystem (cont.)

- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed **\$50M** for 10 VA Centers for Excellence

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Precision Oncology

- More than half of the funds have already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.

Precision Oncology

Building an Ecosystem Launch

- Veterans' tobacco use is greater than the general population in all age groups
- Bristol-Myers Squibb Foundation funded establishment of 10 lung cancer screening centers within VA Medical Centers







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Office of the Secretary
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VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (**VA-Partnership to increase Access to Lung Screening**). Its goal is to develop early-detection programs for lung cancer, a malignancy with an 80 percent cure rate when caught early.
- The VA-PALS initiative builds upon lessons learned from currently available screening programs, including those of [VA's Office of Rural Health](#), which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.

Slide 15

BA16 Picture of Screening Center

Barry, Ashleigh, 4/5/2019

GSD4 I took artwork from a VA-PALS article by VHA-Rural Health. I didn't see any readily accessible photos online.

(b)(6) 4/10/2019

GSD7 The Office of Rural Health has not responded with data yet.

(b)(6) 4/16/2019

GSD8 They referred it to Dr. (b)(6) on April 12.

(b)(6) 4/16/2019



- Veterans with cancer who receive treatment from the Department of Veterans Affairs (VA) have easier access to **clinical trials** and cancer treatments, thanks to an agreement between VA, the National Cancer Institute (NCI), and the Prostate Cancer Foundation (PCF).
- VA has a large clinical research program that includes clinical trials in cancer and other diseases at numerous sites nationwide. The sites highlighted on this map represent locations.
- **VA and the National Cancer Institute** will build infrastructure at VA sites to enable more Veterans to take part in cutting-edge clinical trials sponsored by NCI. Such trials typically test innovative experimental treatments, such as precision-medicine therapies based on patients' genetic profiles, or immunotherapies that harness patients' own immune systems to bring about cures.

Precision Medicine

Sanford Health Partnership

- Sanford Health made a **\$50M commitment** for Veterans to receive free genetic testing through [Pharmacogenomics Action for cancer Survivorship \(PHASeR\)](#) program
- VA plans to reach **250,000 Veterans** by 2022

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie




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-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 sites by 2022. It launches this year at a pilot site in Durham, North Carolina.

Suicide Prevention

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- Presidential Executive Order enacted in March 2019 to help end a national tragedy of suicide: PREVENTS Initiative
- VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression.
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#BeThere campaign



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Social Determinants of Health

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- The Elizabeth Dole Foundation announced its 2019 Class of Dole Caregiver Fellows training program. Caregivers ultimately provide more than **\$14 billion** in voluntary care for Veterans every year.
- 1 year free LinkedIn Premium for all transitioning service members.
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Social Determinants of Health

Social determinants of health are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life. These forces and systems include economic policies and systems, development agendas, social norms, social policies and political systems. Partners that help us improve these conditions are:

American Red Cross

- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.

The Elizabeth Dole Foundation

-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.

-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.



LinkedIn

- VA is partnering with [LinkedIn's Military and Veterans Program](#) to offer Fry Scholarship recipients and family caregivers currently participating in VA's Program of Comprehensive Assistance for Family Caregivers cutting edge resources and tools at no cost through a 1-year free premium subscription to LinkedIn with networking, employment, and learning opportunities.

Social Determinants of Health

Food Insecurity

- Feeding America and VA partnered to serve more than **44,000 Veterans and their families**, which equates to roughly 700,000 meals.
- There are **17 food pantries** at VA facilities across the country, with more to come



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Thank you

-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

- **VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.**

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking

food assistance.


- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.

Social Determinants of Health

Food Insecurity (cont.)

- MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were in need of food assistance.

VA



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The Future of the Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 13, 2019*

DEBORAH LAFER SCHER
Executive Advisor to the Secretary
Secretary's Center For Strategic Partnerships
Join the conversation on Twitter [@VAPartnerships](https://twitter.com/VAPartnerships)

VA



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VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

VA



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- You can see his commitment to Veterans is unwavering and our office works hard to execute that vision.

VA At A Glance

U.S. Department of Veterans Affairs

- More than 20 Million Living Veterans
- More than 9 Million Veterans enrolled in VA
- 170 Medical Centers
- 1,074 outpatient sites
- FY20 Budget - \$220 Billion

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VA Healthcare Innovations

Leading Edge VA Healthcare Innovations

- In 1948, the VA invented the implantable cardiac pacemaker, helping many patients prevent potentially life-threatening complications from irregular heartbeats.
- In 1968, the VA performed the first successful liver transplants and developed techniques for suppressing the body's natural attempt to reject transplanted tissue.

VA



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These are only a few of the many innovations that were started by VA. We are on the leading edge of healthcare.

VA Healthcare Innovations

Leading Edge VA Healthcare Innovations (cont.)

- VA researchers developed the first nicotine patch.
- VA pioneered the first electronic health record.
- VA scientists and researchers have received 3 Nobel Prizes in medicine or physiology, 7 Lasker Awards and 2 - 2014 Samuel J. Heyman Service to America Medals.

VA



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Secretary's Center for Strategic Partnerships

Mission


- To seek out **big, bold and impactful innovative collaborations** that significantly improve the lives of Veterans.

Authority

- Leadership has delegated authority from the VA Secretary to solicit and receive gifts.

Partnering

- Working with SCSIP, organizations can donate resources (monetary or non-monetary) directly to the VA or provide free services or products directly to Veterans through a VA program, project, or initiative.

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What is a P3

- A public-private partnership (or P3) is a voluntary, collaborative, working relationship between the VA and one or more non-governmental organizations in which the goals, structures, governance, and roles and responsibilities are mutually determined to deliver the best possible services. P3s provide the capacity to achieve what may not otherwise be achieved by VA alone. These **Partnerships increase VA's impact on Veterans' lives.**
- We are building a unique Healthcare Ecosystem for innovative collaborations.

Unique Healthcare Ecosystem for Innovative Collaborations

World-Class Services

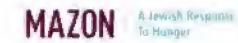
- Provided from discharge or retirement to end of life
- Driven by healthcare outcomes, not reimbursement
- Powerful prevention incentives
- Unique longitudinal care data sets
- Specialty care

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Partners



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Telehealth

Increasing Access for Veterans

- More than 1 million telehealth appointments
- 2.3 million episodes of telehealth used
- 45% of Veterans living in rural areas use telehealth
- Last year more than 136,000 Veterans used VA Remote Patient Monitoring/Home Telehealth Services



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VA Remote Patient Monitoring/Home Telehealth Services

- This program encourages Veterans to enroll in the program, to actively participate in the daily management of their chronic condition, be it diabetes, pulmonary disease or congestive heart failure.
- VA provides devices to Veterans who participate in the program, which include weight scales, blood pressure cuffs, or even a transportable exam station.
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We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of veterans. **Telehealth changes the location where health care services are routinely provided.**

Here is what our partners have to say about the strategic partnerships and providing these services for Veterans.

Telehealth

Bridging the Digital Divide

"We are confident it will help make the VA's telehealth service accessible to more Veterans than ever."



Jan Geldmacher

President of Sprint Business

"Being able to make this invaluable service unlimited for all of our T-Mobile and Metro customers is the latest way we're showing our commitment to those who served."



Mike Katz

Executive Vice President of T-Mobile for Business

VA



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13


Telehealth

Extending the VA Care Footprint


- Phillips pioneered “Pods” to serve Veterans
- 10 rural access points at VFW & American Legion Halls
- Eventually expand to 100 locations




Share of existing office




New build-out



Custom modular 'pod'





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Telehealth

Extending the VA Care Footprint

"Public-private partnerships like our telehealth initiative with the VA will not only help us support our Veterans, as these pilot projects grow and evolve, they will provide best practices on how we improve access and inclusion throughout the healthcare system."



Vitor Rocha
CEO of Philips North America

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- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.

The Elizabeth Dole Foundation

-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.

-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.

LinkedIn

- VA is partnering with [LinkedIn's Military and Veterans Program](#) to offer Fry Scholarship recipients and family caregivers currently participating in VA's Program of Comprehensive Assistance for Family Caregivers cutting edge resources and tools at no cost through a 1-year free premium subscription to LinkedIn with networking, employment, and learning opportunities.

Social Determinants of Health

Food Insecurity

- Feeding America and VA partnered to serve more than **44,000 Veterans and their families**, which equates to roughly 700,000 meals.
- There are **17 food pantries** at VA facilities across the country, with more to come



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-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

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Social Determinants of Health

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VA



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Social Determinants of Health

Healthcare Innovation



Applied Virtual Reality

VA



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The Future of the Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 13, 2019*

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VA Secretary Robert Wilkie



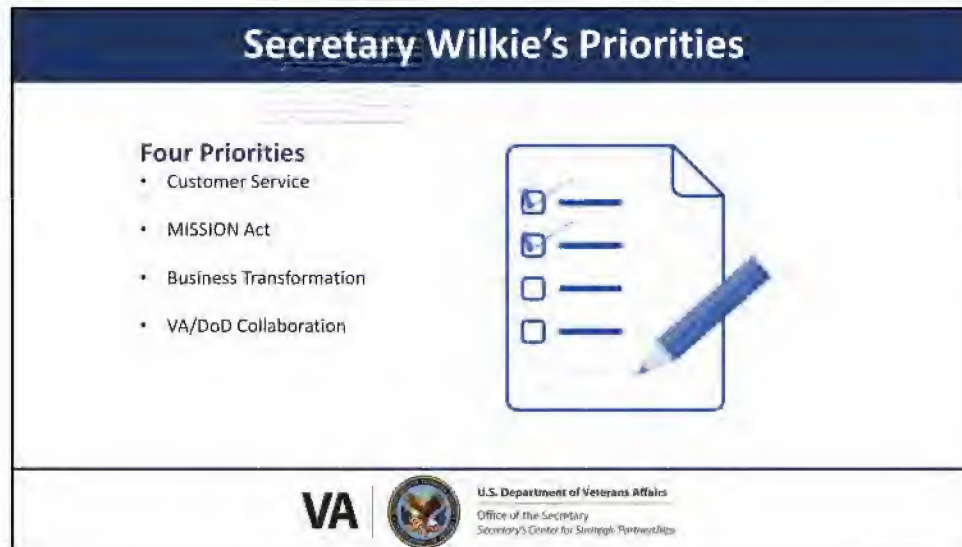
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VA



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- You can see his commitment to Veterans is unwavering and our office works hard to execute that vision.



Customer Service

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MISSION Act

Landmark legislation that improves access to care to best meet the medical needs of Veterans and complement existing VA facilities with community providers.

*Notes *MISSION Act also expands eligibility for Veterans and caregivers from all eras and will increase access to telehealth by authorizing VA providers to practice these services at any location in any state regardless of where the provider is licensed.*

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A leadership integration forum was recently implemented to synchronize deployment schedules across three platforms: our new electronic health record, financial management business transformation and the adoption of Defense Medical Logistics Standard Support

VA/DoD Collaboration

Strong emphasis placed on providing a seamless transition from military service to Veteran status specifically improving access to mental health and ***suicide prevention*** resources and engagement

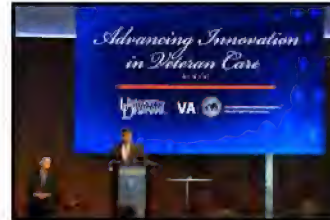
Developing public-private partnerships and enhancing collaborations across Federal agencies

Secretary Wilkie's Priorities

Customer Service

The University of Delaware partnered with VA on how to make people feel welcome, how to make them feel like they are part of the family, and they are learning at a level that I've never seen before."

~VA Secretary Robert Wilkie



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The partnership between the Wilmington VAMC and the University of Delaware contributed to a just over 90 percent satisfaction rate for Veterans who use the VA Medical Center in Elsmere, Delaware.

Secretary Wilkie believes this first of its kind partnership can be successfully replicated at VA medical centers across the country.

VA At A Glance

U.S. Department of Veterans Affairs

- More than 20 Million Living Veterans
- More than 9 Million Veterans enrolled in VA
- 170 Medical Centers
- 1,074 outpatient sites
- FY20 Budget - \$220 Billion



VA



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VA Healthcare Innovations

Leading Edge VA Healthcare Innovations

- In 1948, the VA invented the implantable cardiac pacemaker, helping many patients prevent potentially life-threatening complications from irregular heartbeats.
- In 1968, the VA performed the first successful liver transplants and developed techniques for suppressing the body's natural attempt to reject transplanted tissue.

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These are only a few of the many innovations that were started by VA. We are on the leading edge of healthcare.

VA Healthcare Innovations

Leading Edge VA Healthcare Innovations

- VA researchers developed the first nicotine patch.
- VA pioneered the first electronic health record.
- VA scientists and researchers have received 3 Nobel Prizes in medicine or physiology, 7 Lasker Awards and 2 - 2014 Samuel J. Heyman Service to America Medals.

VA



U.S. Department of Veterans Affairs

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Secretary's Center for Strategic Partnerships

Mission


- To seek out **big, bold and impactful innovative collaborations** that significantly improve the lives of Veterans.

Authority

- Leadership has delegated authority from the VA Secretary to solicit and receive gifts.

Partnering

- Working with SCSIP, organizations can donate resources (monetary or non-monetary) directly to the VA or provide free services or products directly to Veterans through a VA program, project, or initiative.

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What is a P3

- A public-private partnership (or P3) is a voluntary, collaborative, working relationship between the VA and one or more non-governmental organizations in which the goals, structures, governance, and roles and responsibilities are mutually determined to deliver the best possible services. P3s provide the capacity to achieve what may not otherwise be achieved by VA alone. These **Partnerships increase VA's impact on Veterans' lives.**
- We are building a unique Healthcare Ecosystem for innovative collaborations.

Unique Healthcare Ecosystem for Innovative Collaborations

World-Class Services

- Provided from discharge or retirement to end of life
- Driven by healthcare outcomes, not reimbursement
- Powerful prevention incentives
- Unique longitudinal care data sets
- Specialty care

VA



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How does VA deal with polytrauma and PTSD

Polytrauma/TBI = VA's [Polytrauma System of Care](#) (PSC) is an integrated network of specialized rehabilitation programs dedicated to serving Veterans and Service Members with both combat and civilian related Traumatic Brain Injury (TBI) and polytrauma. Services available through PCS include: interdisciplinary evaluation and treatment, development of a comprehensive plan of care, case management, patient and family education and training, psychosocial support, and application of advanced rehabilitation treatments and prosthetic technologies.

PTSD = Anyone can develop PTSD at any age. A number of factors can increase the chance that someone will have PTSD, many of which are not under that person's control. For example, having a very intense or long-lasting traumatic event or getting injured during the event can make it more likely that a person will develop PTSD. PTSD is also more common after certain types of trauma, like combat and sexual assault.



Telehealth

Increasing Access for Veterans

- More than 1 million telehealth appointments
- 2.3 million episodes of telehealth used
- 45% of Veterans living in rural areas use telehealth
- Last year more than 136,000 Veterans used VA Remote Patient Monitoring/Home Telehealth Services

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VA Remote Patient Monitoring/Home Telehealth Services

- This program encourages Veterans to enroll in the program, to actively participate in the daily management of their chronic condition, be it diabetes, pulmonary disease or congestive heart failure.
- VA provides devices to Veterans who participate in the program, which include weight scales, blood pressure cuffs, or even a transportable exam station.
- Telehealth services provide VA an opportunity to reach Veterans who aren't currently active participants in the VA system, and will help more Veterans access health care.



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We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of veterans. **Telehealth changes the location where health care services are routinely provided.**

Here is what our partners have to say about the strategic partnerships and providing these services for Veterans.

Telehealth

Bridging the Digital Divide

"We are confident it will help make the VA's telehealth service accessible to more Veterans than ever."

"Being able to make this invaluable service unlimited for all of our T-Mobile and Metro customers is the latest way we're showing our commitment to those who served."



Jan Geldmacher
President of Sprint Business



Mike Katz
Executive Vice President of T-Mobile for Business




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Telehealth

Extending the VA Care Footprint

- Ninety percent of Americans live within 10 miles of a Walmart, Ninety percent of Veterans don't live within 10 miles of a VA medical center.
- VA and Walmart announced an innovative collaboration to offer VA led telehealth services to reach underserved Veterans.
- The pilot will kick off in targeted locations that consider the number of Veterans and the health resources offered.


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- The opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces is an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with leading edge healthcare.
- *Reminder: Status of locations and timeframe?


Telehealth

Extending the VA Care Footprint


- Philips pioneered "Pods" to serve Veterans
- 10 rural access points at VFW & American Legion Halls
- Eventually expand to 100 locations




Share of existing office




New build-out



Custom modular 'pod'





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Telehealth by the numbers

Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#), as well as in some Walmart stores.

Many in healthcare view telehealth as key to bringing healthcare services to outlying, rural, and remote areas that lack critical medical services. And, a new telehealth initiative proposed by the VA could further advance that effort by helping bring the advanced technology into the mainstream healthcare arena.

Telehealth

Extending the VA Care Footprint

“Public-private partnerships like our telehealth initiative with the VA will not only help us support our Veterans, as these pilot projects grow and evolve, they will provide best practices on how we improve access and inclusion throughout the healthcare system.”



Vitor Rocha
CEO of Philips North America




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Precision Oncology

Clinical Pathway of Best Practices

- Nearly **50,000 Veterans** are diagnosed with cancer each year
- Most frequently diagnosed cancers among Veterans are prostate, lung, and colon



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Precision Oncology

-Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.



-Nearly 50,000 Veterans are diagnosed with cancer each year. The median age at diagnosis was 65 years.

-The three most frequently diagnosed cancers among VA were prostate (29%), lung/bronchus (18%), and colon/rectum (8%).

Precision Oncology

Building an Ecosystem

- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed **\$50M** for 10 VA Centers for Excellence
- Veterans' tobacco use is greater than the general population in all age groups
- Bristol-Myers Squibb Foundation funded establishment of 10 lung cancer screening centers within VA Medical Centers
- IBM Watson donated **10,000 genomics studies** to VA oncologists for best-in-class cancer care

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Precision Oncology

- More than half of the funds have already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.

VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (**VA-Partnership to increase Access to Lung Screening**). Its goal is to develop early-detection programs for lung cancer, a malignancy with an 80 percent cure rate when caught early.

-The VA-PALS initiative builds upon lessons learned from currently available screening programs, including those of [VA's Office of Rural Health](#), which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.



VA and IBM Watson Health announced the extension of a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded fantastic results for our Veterans.

After being diagnosed with stage 4 lung cancer, Tam Huynh, a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. His story demonstrates the value genomic studies have on cancer care. (Run time 2:14)



- Veterans with cancer who receive treatment from the Department of Veterans Affairs (VA) have easier access to **clinical trials** and cancer treatments, thanks to an agreement between VA, the National Cancer Institute (NCI), and the Prostate Cancer Foundation (PCF).
- VA has a large clinical research program that includes clinical trials in cancer and other diseases at numerous sites nationwide. The sites highlighted on this map represent locations.
- **VA and the National Cancer Institute** will build infrastructure at VA sites to enable more Veterans to take part in cutting-edge clinical trials sponsored by NCI. Such trials typically test innovative experimental treatments, such as precision-medicine therapies based on patients' genetic profiles, or immunotherapies that harness patients' own immune systems to bring about cures.

Precision Medicine

Sanford Health Partnership

- Sanford Health made a **\$50M commitment** for Veterans to receive free genetic testing through [Pharmacogenomics Action for cancer Survivorship \(PHASeR\)](#) program
- VA plans to reach **250,000 Veterans** by 2022

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie





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Sanford Health


-Sanford Health and the VA recently announced a program that will provide pharmacogenetic testing to Veterans at no cost.


-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 sites by 2022. It launches this year at a pilot site in Durham, North Carolina.

Mental Health

Suicide Prevention

- Presidential Executive Order enacted in March 2019 to help end a national tragedy of suicide: PREVENTS Initiative
- VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression.
- **SAVE** training can save Veterans' lives by helping people identify suicidal behavior.
- VA and PSA Advertising partnered to place ads in the top 100 largest markets to promote both **#BeThere** campaign and the Veterans Crisis Line.





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Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention. By Executive Order, the President has enacted the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide"—the **PREVENTS** Initiative. The executive order mandates the establishment of the Veteran Wellness, Empowerment and Suicide Prevention Task Force and several other measures designed to help at risk Veterans.
- We also engage in partnerships with other organizations. For example, our partner Johnson & Johnson has developed the Spravato nasal spray. This product will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for the treatment of treatment-resistant depression in adults.

SAVE Training

With the passage of the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans. As a first step, Walgreens

pharmacists and key staff are helping to prevent suicide by participating with the VA Office of Suicide Prevention to receive SAVE training. SAVE training is:

Signs of suicidal thinking

Ask questions

Validate the person's experience

Encourage treatment and Expedite getting help

#BeThere campaign


- VA launched a national advertising to promote the **Be There** campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future.


- By promoting the **Be There** campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.

Social Determinants of Health

Caregiver Support

- The Elizabeth Dole Foundation announced its 2019 Class of Dole Caregiver Fellows training program. Caregivers ultimately provide more than **\$14 billion** in voluntary care for Veterans every year.
- The American Red Cross provides Veteran caregivers with quality peer support programs and services through collaboration with partner organizations.
- 1 year free LinkedIn Premium for all transitioning service members.





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3D printing

Shoulder-replacement surgery is commonly performed to treat arthritis, which is a widespread condition among Veterans and the general population. However, the small amount of bone at the socket side of the shoulder joint is a major challenge to the long-term durability of shoulder replacements. By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models of the shoulder provide an additional tool for surgeons to use in pre-surgical planning, ultimately leading to longer-lasting shoulder replacements.



The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how 3D printing and applied virtual reality are useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

Applied Virtual Reality

Tools like this will help Veterans manage their pain. It will facilitate all kinds of treatments for them and can be used to treat ailments ranging from PTSD to opioid management.



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VA Partnerships in Primetime



VA



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A new commercial featuring Veterans using telehealth began airing on national television as a part of a new partnership between T-Mobile and VA. The ad, which highlights Veterans using VA Video Connect without incurring data charges, exemplifies the public-private partnerships VA has developed to increase access to care for Veterans.

VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

VA




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Secretary Wilkie's Priorities

Four Priorities

- Customer Service
- MISSION Act
- Business Transformation
- VA/DoD Collaboration



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Developing public-private partnerships and enhancing collaborations across Federal agencies

Secretary Wilkie's Priorities

Customer Service

- The University of Delaware created the VA Patient Experience Academy.
- Generated a 90 percent satisfaction rate for Veterans.



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Secretary Wilkie believes this first of its kind partnership can be successfully replicated at VA medical centers across the country.

Designed for five 20-person cohorts of VA managers and associates from the Wilmington, Delaware VAMC and VA primary care locations in New Jersey and Delaware.

This is an ongoing program that seeks to train all VA employees in the New Jersey and Delaware VA systems.

Secretary Wilkie's Priorities



Mission Act

- June 6 rollout of a community care expansion
- Access standards based on:
 - 20 days for primary care, mental care and non-institutional extended care services
 - 30 minute average drive time for primary care, mental health and extended care services
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U.S. Department of Veterans Affairs

Office of the Secretary

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VA is proposing new access standards, effective when the final regulations publish (expected in June 2019), to ensure Veterans have greater choice in receiving care.

Eligibility criteria and final standards as follows were based on VA's analysis of all of the best practices both in government and in the private sector and tailored to the needs of our Veteran patients:

Access standards will be based on average drive time and appointment wait times.

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Secretary Wilkie's Priorities

Business Transformation

- Electronic health record
- Financial management business transformation
- Defense Medical Logistics Standard Support.



VA



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Secretary Wilkie's Priorities



VA/DoD Collaboration

- Electronic Health Record
- Suicide Prevention
- Supply chain
- Tragedy Assistance Program For Survivors

VA



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VA At A Glance

U.S. Department of Veterans Affairs

- More than 20 Million Living Veterans
- More than 9 Million Veterans enrolled in VA
- 170 Medical Centers
- 1,074 outpatient sites
- FY20 Budget - \$220 Billion



VA




U.S. Department of Veterans Affairs
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VA Healthcare Innovations

Leading Edge VA Healthcare Innovations

- First implantable cardiac pacemaker
- First nicotine patch
- First electronic health record
- First successful liver transplant

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These are only a few of the many innovations that were started by VA. We are on the leading edge of healthcare.

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VA



U.S. Department of Veterans Affairs

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Secretary's Center for Strategic Partnerships

Secretary's Center for Strategic Partnerships

Mission



- To seek out **big, bold and impactful innovative collaborations** that significantly improve the lives of Veterans.

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- Leadership has delegated authority from the VA Secretary to solicit and receive donations and expertise.

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- Working with SCSP, organizations can donate resources (monetary or non-monetary) directly to the VA or provide free services or products directly to Veterans through a VA program, project, or initiative.



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What is a P3

- A public-private partnership (or P3) is a voluntary, collaborative, working relationship between the VA and one or more non-governmental organizations in which the goals, structures, governance, and roles and responsibilities are mutually determined to deliver the best possible services. P3s provide the capacity to achieve what may not otherwise be achieved by VA alone. These **Partnerships increase VA's impact on Veterans' lives.**
- We are building a unique Healthcare Ecosystem for innovative collaborations.

Unique Healthcare Ecosystem for Innovative Collaborations

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VA



U.S. Department of Veterans Affairs
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How does VA deal with polytrauma and PTSD

Polytrauma/TBI = VA's [Polytrauma System of Care](#) (PSC) is an integrated network of specialized rehabilitation programs dedicated to serving Veterans and Service Members with both combat and civilian related Traumatic Brain Injury (TBI) and polytrauma. Services available through PCS include: interdisciplinary evaluation and treatment, development of a comprehensive plan of care, case management, patient and family education and training, psychosocial support, and application of advanced rehabilitation treatments and prosthetic technologies.



PTSD = Anyone can develop PTSD at any age. A number of factors can increase the chance that someone will have PTSD, many of which are not under that person's control. For example, having a very intense or long-lasting traumatic event or getting injured during the event can make it more likely that a person will develop PTSD. PTSD is also more common after certain types of trauma, like combat and sexual assault.



Leading the Nation in Telehealth

Increasing Access for Veterans

- 1 million+ telehealth appointments annually
- 1/3 of Veterans live in rural areas
- 136,000+ Veterans used VA Remote Patient Monitoring/Home Telehealth Services



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Office of the Secretary
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VA Remote Patient Monitoring/Home Telehealth Services

- This program encourages Veterans to enroll in the program, to actively participate in the daily management of their chronic condition, be it diabetes, pulmonary disease or congestive heart failure.
- VA provides devices to Veterans who participate in the program, which include weight scales, blood pressure cuffs, or even a transportable exam station.
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Telehealth

Extending the VA Care Footprint

- Veterans often have to drive great distances to receive care
- Ninety percent of Americans live within 10 miles of a Walmart. Ninety percent of Veterans don't live within 10 miles of a VA medical center.
- VA and Walmart announced an innovative collaboration to offer VA led telehealth services to reach underserved Veterans.
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VA



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Bridging the Digital Divide

- Zero-Rating: Major telecom carriers including Sprint and T-Mobile have eliminated data usage charges for Veterans and caregivers who use the VA Video Connect platform for telehealth visits.
- [VA Video Connect](#)

VA  U.S. Department of Veterans Affairs
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We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of Veterans. **Telehealth changes the location where health care services are routinely provided.**






- Different colors represent different partners and this is just the beginning. We are building an ecosystem and this is just the beginning. We want your organization to join us on this map.
- Veterans with cancer who receive treatment from the Department of Veterans Affairs (VA) have easier access to **clinical trials** and cancer treatments, thanks to an agreement between VA, the National Cancer Institute (NCI), and the Prostate Cancer Foundation (PCF).
- VA has a large clinical research program that includes clinical trials in cancer and other diseases at numerous sites nationwide. The sites highlighted on this map represent locations.
- **VA and the National Cancer Institute** will build infrastructure at VA sites to enable more Veterans to take part in cutting-edge clinical trials sponsored by NCI. Such trials typically test innovative experimental treatments, such as precision-medicine therapies based on patients' genetic profiles, or immunotherapies that harness patients' own immune systems to bring about cures.

Precision Oncology

Building an Ecosystem

- Bristol-Myers Squibb Foundation funded establishment of 10 lung cancer screening centers within VA Medical Centers
- Veterans' tobacco use is greater than the general population in all age groups



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VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (**VA-Partnership to increase Access to Lung Screening**). Its goal is to develop early-detection programs for lung cancer, a malignancy with an 80 percent cure rate when caught early.
- The VA-PALS initiative builds upon lessons learned from currently available screening programs, including those of [VA's Office of Rural Health](#), which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.

Precision Oncology

Building an Ecosystem

- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed **\$50M** for 10 VA Centers for Excellence
- IBM Watson donated **10,000 genomics studies** to VA oncologists for best-in-class cancer care

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Precision Oncology

-Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

- More than half of the funds have already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.

-Nearly 50,000 Veterans are diagnosed with cancer each year.

-The three most frequently diagnosed cancers among VA were prostate (29%), lung/bronchus (18%), and colon/rectum (8%).



VA and IBM Watson Health announced the extension of a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded fantastic results for our Veterans.

After being diagnosed with stage 4 lung cancer in 2016, Tam Huynh (pronounced Tam Win), a VA Oncology patient, was given less than a year to live. He is alive and well in 2019, thanks to IBM Watson. His story demonstrates the value genomic studies have on cancer care. (Run time 2:14)

Precision Medicine

Sanford Health Partnership

- Sanford Health made a **\$50M commitment** for Veterans to receive free genetic testing through [Pharmacogenomics Action for cancer Survivorship \(PHASeR\)](#) program
- VA plans to reach **250,000 Veterans** by 2022

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie



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Sanford Health

-Sanford Health and the VA recently announced a program that will provide pharmacogenetic testing to Veterans at no cost.

-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 sites by 2022. It launched this year in Durham, North Carolina.

- The program has already seen its first patients.

Mental Health

Suicide Prevention

- Presidential Executive Order enacted in March 2019 to help end a national tragedy of suicide: PREVENTS Initiative
- VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression.






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Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention. By Executive Order, the President has enacted the "President's Roadmap to Empower Veterans and End a National Tragedy of Suicide"—the **PREVENTS** Initiative. The executive order mandates the establishment of the Veteran Wellness, Empowerment and Suicide Prevention Task Force and several other measures designed to help at risk Veterans.
- We also engage in partnerships with other organizations. For example, our partner Johnson & Johnson has developed the Spravato nasal spray. This product will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for the treatment of treatment-resistant depression in adults.

SAVE Training

With the passage of the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans. As a first step, Walgreens

pharmacists and key staff are helping to prevent suicide by participating with the VA Office of Suicide Prevention to receive SAVE training. SAVE training is:

Signs of suicidal thinking

Ask questions

Validate the person's experience

Encourage treatment and **E**xpedite getting help

Mental Health



Be There Campaign

- VA and PSA Advertising partnered to place ads in the top 100 largest markets to promote both #BeThere campaign and the Veterans Crisis Line.



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#BeThere campaign


- VA launched a national advertising to promote the **Be There** campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future.
- By promoting the **Be There** campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.
- Together, as a community, we are working together to reverse this crisis.

Social Determinants of Health

Caregiver Support

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.
- The Elizabeth Dole Foundation announced its 2019 Class of Dole Caregiver Fellows training program. Caregivers ultimately provide more than **\$14 billion** in voluntary care for Veterans every year.
- The American Red Cross provides Veteran caregivers with quality peer support programs and services through collaboration with partner organizations.





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Caregivers are our hidden heroes and are not often recognized. Much of their work goes unseen, except by the Veterans they provide care.

Some of the partnerships that support our caregivers are:

LinkedIn

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.

American Red Cross

- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.

The Elizabeth Dole Foundation

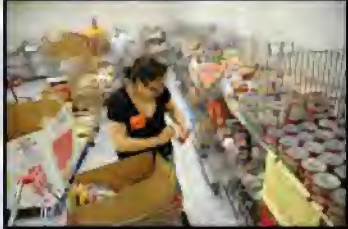
-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.


-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.


Social Determinants of Health

Food Assistance

- Feeding America and Mazon partnered to serve more than **44,000 Veterans and their families**
- 17 food pantries** at VA facilities across the country, with more to come
- VA was the pioneer health care organization to screen all Veterans who visit its facilities for hunger.







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Thank you

-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

- VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking

food assistance.

- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.

Piloting Healthcare Innovation

3D Printing

- Additional tool improves shoulder-replacements



The image is a medical X-ray of a human shoulder joint. A 3D printed implant is visible, which is a complex, lattice-like structure designed to fit the specific anatomy of the patient's shoulder socket. The implant is shown in a position that demonstrates its integration with the surrounding bone structure.

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3D printing

Shoulder-replacement surgery is commonly performed to treat arthritis, which is a widespread condition among Veterans and the general population. However, the small amount of bone at the socket side of the shoulder joint is a major challenge to the long-term durability of shoulder replacements. By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models of the shoulder provide an additional tool for surgeons to use in pre-surgical planning, ultimately leading to longer-lasting shoulder replacements.



The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how 3D printing and applied virtual reality are useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

Applied Virtual Reality

Tools like this will help Veterans manage their pain. It will facilitate all kinds of treatments for them and can be used to treat ailments ranging from PTSD to opioid management.

Join the Conversation

Learn how you can help by connecting with the
Secretary's Center for Strategic Partnerships

Twitter
[@VAPartnerships](https://twitter.com/VAPartnerships)

Email
sp@va.gov

Website
www.va.gov/scsp
coming soon

VA



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The Future of the Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 13, 2019*

DEBORAH LAFER SCHER
Executive Advisor to the Secretary
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VA Partnerships in Primetime



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A new commercial featuring Veterans using telehealth began airing on national television as a part of a new partnership between T-Mobile and VA. The ad, which highlights Veterans using VA Video Connect without incurring data charges, exemplifies the public-private partnerships VA has developed to increase access to care for Veterans.

VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

VA




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- You can see his commitment to Veterans is unwavering and our office works hard to execute that vision.

Secretary Wilkie's Priorities

Four Priorities

- Customer Service
- MISSION Act
- Business Transformation
- VA/DoD Collaboration



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Customer Service

*NOTES *Secretary Wilkie has issued a customer service policy in which all VA executives, managers, supervisors and employees are held accountable to foster a climate of **customer service excellence**. Goal is to lead the President's work of improving customer experience across Federal agencies and deliver customer service to Veterans that is on par with top private sector companies. Making bold moves in training and implementing customer experience best practices.*

Business Transformation

Active efforts underway to empower VA employees serving Veterans in the field to provide world-class customer service. A leadership integration forum was recently implemented to synchronize deployment schedules across three platforms: our new electronic health record, financial management business transformation and the adoption of Defense Medical Logistics Standard Support

VA/DoD Collaboration


Strong emphasis placed on providing a seamless transition from military service to Veteran status specifically improving


access to mental health and ***suicide prevention*** resources and engagement
Developing public-private partnerships and enhancing collaborations across Federal agencies

Secretary Wilkie's Priorities

Customer Service

- The University of Delaware created the VA Patient Experience Academy.
- Generated a 90 percent satisfaction rate for Veterans.



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Partners



Prostate Cancer
Foundation
Curing Together



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- Veterans with cancer who receive treatment from the Department of Veterans Affairs (VA) have easier access to **clinical trials** and cancer treatments, thanks to an agreement between VA, the National Cancer Institute (NCI), and the Prostate Cancer Foundation (PCF).
- VA has a large clinical research program that includes clinical trials in cancer and other diseases at numerous sites nationwide. The sites highlighted on this map represent locations.
- **VA and the National Cancer Institute** will build infrastructure at VA sites to enable more Veterans to take part in cutting-edge clinical trials sponsored by NCI. Such trials typically test innovative experimental treatments, such as precision-medicine therapies based on patients' genetic profiles, or immunotherapies that harness patients' own immune systems to bring about cures.

Precision Oncology

Building an Ecosystem

- Bristol-Myers Squibb Foundation funded establishment of 10 lung cancer screening centers within VA Medical Centers
- Veterans' tobacco use is greater than the general population in all age groups



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VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (**VA-Partnership to increase Access to Lung Screening**). Its goal is to develop early-detection programs for lung cancer, a malignancy with an 80 percent cure rate when caught early.
- The VA-PALS initiative builds upon lessons learned from currently available screening programs, including those of [VA's Office of Rural Health](#), which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.

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- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed **\$50M** for 10 VA Centers for Excellence
- IBM Watson donated **10,000 genomics studies** to VA oncologists for best-in-class cancer care

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-Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

- More than half of the funds have already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.

-Nearly 50,000 Veterans are diagnosed with cancer each year.

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Mental Health

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Social Determinants of Health

Caregiver Support

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.
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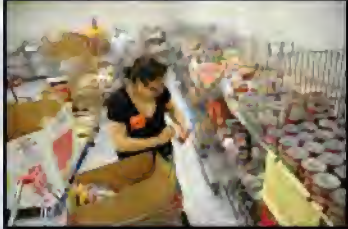
-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.


-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.


Social Determinants of Health

Food Assistance

- Feeding America and Mazon partnered to serve more than **44,000 Veterans and their families**
- 17 food pantries** at VA facilities across the country, with more to come
- VA was the pioneer health care organization to screen all Veterans who visit its facilities for hunger.







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Thank you

-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

- VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking

food assistance.

- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.

Piloting Healthcare Innovation

3D Printing

- Additional tool improves shoulder-replacements



The image is a medical X-ray of a human shoulder joint. A 3D printed implant is visible, which is a complex, lattice-like structure designed to fit the specific anatomy of the patient's shoulder socket. The implant is shown in a position that demonstrates its integration with the surrounding bone structure.

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3D printing

Shoulder-replacement surgery is commonly performed to treat arthritis, which is a widespread condition among Veterans and the general population. However, the small amount of bone at the socket side of the shoulder joint is a major challenge to the long-term durability of shoulder replacements. By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models of the shoulder provide an additional tool for surgeons to use in pre-surgical planning, ultimately leading to longer-lasting shoulder replacements.



The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how 3D printing and applied virtual reality are useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

Applied Virtual Reality

Tools like this will help Veterans manage their pain. It will facilitate all kinds of treatments for them and can be used to treat ailments ranging from PTSD to opioid management.

Join the Conversation

Learn how you can help by connecting with the
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[@VAPartnerships](https://twitter.com/VAPartnerships)

Email
sp@va.gov

Website
www.va.gov/scsp
coming soon

VA



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The Future of the Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 13, 2019*

DEBORAH LAFER SCHER
Executive Advisor to the Secretary
Secretary's Center For Strategic Partnerships
Join the conversation on Twitter [@VAPartnerships](https://twitter.com/VAPartnerships)

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VA Partnerships in Primetime



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A new commercial featuring Veterans using telehealth began airing on national television as a part of a new partnership between T-Mobile and VA. The ad, which highlights Veterans using VA Video Connect without incurring data charges, exemplifies the public-private partnerships VA has developed to increase access to care for Veterans.

VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

VA




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- You can see his commitment to Veterans is unwavering and we work to execute that vision daily.

Secretary Wilkie's Priorities

Four Priorities

- Customer Service
- MISSION Act
- Business Transformation
- VA/DoD Collaboration



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Customer Service

*NOTES *Secretary Wilkie has issued a customer service policy in which all VA executives, managers, supervisors and employees are held accountable to foster a climate of **customer service excellence**. Goal is to lead the President's work of improving customer experience across Federal agencies and deliver customer service to Veterans that is on par with top private sector companies. Making bold moves in training and implementing customer experience best practices.*

Business Transformation

Active efforts underway to empower VA employees serving Veterans in the field to provide world-class customer service. A leadership integration forum was recently implemented to synchronize deployment schedules across three platforms: our new electronic health record, financial management business transformation and the adoption of Defense Medical Logistics Standard Support

VA/DoD Collaboration

Strong emphasis placed on providing a seamless transition from military service to Veteran status specifically improving

access to mental health and ***suicide prevention*** resources and engagement
Developing public-private partnerships and enhancing collaborations across Federal agencies

Secretary Wilkie's Priorities

Customer Service

- The University of Delaware, in partnership with the VA Veterans Experience Office, created the VA Patient Experience Academy in 2018.
- Generated a **90 percent** satisfaction rate for Veterans.



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VA Patient Experience Academy

The program, which is the first of its kind known in the country, was developed by the University of Delaware's Alfred Lerner College of Business and Economics, Hospitality Business Management Program in coordination with the VA Veterans Experience Office. The program, designed specifically for VA staff, consists of a five-week course that takes place two hours per week. At the end of the course, eligible students receive certificates of completion from the University of Delaware.

- Designed for five 20-person cohorts of VA managers and associates from the Wilmington, Delaware VAMC and VA primary care locations in New Jersey and Delaware. Two cohorts have already graduated, with one cohort currently in training.
- This is an ongoing program that seeks to train all VA employees in the New Jersey and Delaware VA systems.

Secretary Wilkie's Priorities



Mission Act

- June 6 rollout of a community care expansion
- 20 days for primary care, mental care and non-institutional extended care services
- 30 minute average drive time for primary care, mental health and extended care services
- 60 minute average for specialty care




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VA is proposing new access standards, effective when the final regulations publish (expected in June 2019), to ensure Veterans have greater choice in receiving care.

Eligibility criteria and final standards as follows were based on VA's analysis of all of the best practices both in government and in the private sector and tailored to the needs of our Veteran patients:

Access standards will be based on **average drive time** and **appointment wait times**.

- VA is proposing appointment wait-time standards of **20 days for primary care, mental health care, and non-institutional extended care services**, and 28 days for specialty care from the date of request with certain exceptions.
- For primary care, mental health, and non-institutional extended care services, VA is proposing a **30-minute average drive time standard**.
- For specialty care, VA is proposing a **60-minute average drive time standard**.

Secretary Wilkie's Priorities

Business Transformation

- Electronic health record
- Financial management business transformation
- Defense Medical Logistics Standard Support



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Business transformation is essential if we are to move past compartmentalization of the past and empower our employees serving Veterans in the field to provide world-class customer service.

- Reforming HR systems to give those professionals more leeway to manage budgets, and recruit / retain / relocate the staff needed to serve Veterans.
- Entering into more robust partnerships with state and local communities to address Veteran homelessness.

Secretary Wilkie's Priorities



VA/DoD Collaboration

- Suicide Prevention
- Supply chain
- Tragedy Assistance Program For Survivors

VA



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The VA and DoD are committed to taking care of our nation's service members and Veterans. Coordination between our departments is critical to effectively transfer essential medical and administrative information, as well as to ensure transition to civilian life.

VA At A Glance

U.S. Department of Veterans Affairs

- More than 20 Million Living Veterans
- More than 9 Million Veterans enrolled in VA
- 170 Medical Centers
- 1,074 outpatient sites
- FY20 Budget - \$220 Billion



VA




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VA Healthcare Innovations

Leading Edge VA Healthcare Innovations

- First implantable cardiac pacemaker
- First nicotine patch
- First electronic health record
- First successful liver transplant

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These are only a few of the many innovations that were started by VA. We are on the leading edge of healthcare.

VA Healthcare Innovations

Leading Edge VA Healthcare Innovations

- First health care organization to eradicate Hepatitis C
- First health care organization to publish opioid rates and then lower them by 40 percent
- 3 Nobel Prizes in medicine or physiology, 7 Lasker Awards and 2 - Samuel J. Heyman Service to America Medals

VA



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Mission



- To seek out **big, bold and impactful innovative collaborations** that significantly improve the lives of Veterans

Authority

- Leadership has delegated authority from the VA Secretary to solicit and receive donations and expertise

Partnering

- Working with SCSP, organizations can donate resources (monetary or non-monetary) directly to the VA or provide free services or products directly to Veterans through a VA program, project, or initiative



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What is a P3

- A public-private partnership (or P3) is a voluntary, collaborative, working relationship between the VA and one or more non-governmental organizations in which the goals, structures, governance, and roles and responsibilities are mutually determined to deliver the best possible services. P3s provide the capacity to achieve what may not otherwise be achieved by VA alone. These **Partnerships increase VA's impact on Veterans' lives.**
- We are building a unique Healthcare Ecosystem for innovative collaborations.

Unique Healthcare Ecosystem for Innovative Collaborations

World-Class Services

- Provided from discharge or retirement to end of life
- Powerful prevention incentives
- Driven by healthcare outcomes, not reimbursement
- Unique longitudinal care data sets
- Specialty care

VA



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How does VA deal with polytrauma and PTSD

Polytrauma/TBI = VA's [Polytrauma System of Care](#) (PSC) is an integrated network of specialized rehabilitation programs dedicated to serving Veterans and Service Members with both combat and civilian related Traumatic Brain Injury (TBI) and polytrauma. Services available through PCS include: interdisciplinary evaluation and treatment, development of a comprehensive plan of care, case management, patient and family education and training, psychosocial support, and application of advanced rehabilitation treatments and prosthetic technologies.


PTSD = Anyone can develop PTSD at any age. A number of factors can increase the chance that someone will have PTSD, many of which are not under that person's control. For example, having a very intense or long-lasting traumatic event or getting injured during the event can make it more likely that a person will develop PTSD. PTSD is also more common after certain types of trauma, like combat and sexual assault.



Leading the Nation in Telehealth

Increasing Access for Veterans

- 1 million+ telehealth appointments annually
- 1/3 of Veterans live in rural areas
- 136,000+ Veterans used VA Remote Patient Monitoring/Home Telehealth Services



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VA Remote Patient Monitoring/Home Telehealth Services

- This program encourages Veterans to enroll in the program, to actively participate in the daily management of their chronic condition, be it diabetes, pulmonary disease or congestive heart failure.
- VA provides devices to Veterans who participate in the program, which include weight scales, blood pressure cuffs, or even a transportable exam station.
- Telehealth services provide VA an opportunity to reach Veterans who aren't currently active participants in the VA system, and will help more Veterans access health care.



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Leading the Nation in Telehealth

Extending the VA Care Footprint

- Veterans often have to drive great distances to receive care
- Ninety percent of Americans live within 10 miles of a Walmart. Ninety percent of Veterans don't live within 10 miles of a VA medical center.
- VA and Walmart announced an innovative collaboration to offer VA led telehealth services to reach underserved Veterans.
- The program will begin in targeted locations that consider the number of Veterans and the health resources offered.

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- The opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces is an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with leading edge healthcare.
- *Reminder: Status of locations and timeframe?

Leading the Nation in Telehealth

Extending the VA Care Footprint

- Philips committed to donate equipment, and created dedicated space for telehealth sessions
- 10 rural access points at VFW & American Legion Halls
- Eventually expand to 100 locations







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Telehealth by the numbers

- Philips identified a solution to a VA need.
- Philips used their design expertise
- Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#), as well as in some Walmart stores.
- Many in healthcare view telehealth as key to bringing healthcare services to outlying, rural, and remote areas that lack critical medical services. A new telehealth initiative proposed by the VA could further advance that effort by bringing the advanced technology into the mainstream healthcare arena.

Leading the Nation in Telehealth

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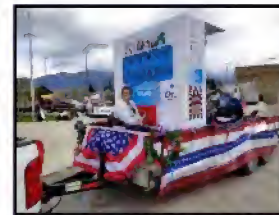
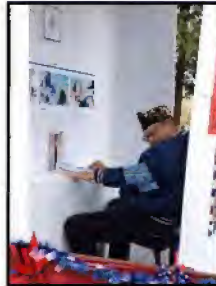


Photo Credit: Sarah Edwards for Bridge North America

VA



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Veterans from the VFW featured the pods in a telehealth float during a parade in Eureka, Montana.





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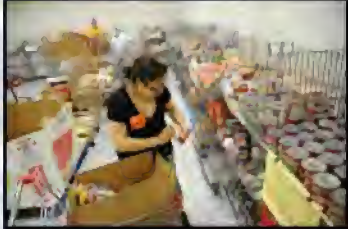
-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.


-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.


Social Determinants of Health

Food Assistance

- VA is the pioneer health care organization to screen all Veterans who visit its facilities for hunger.
- Feeding America and Mazon partnered to serve more than **44,000 Veterans and their families**
- **17 food pantries** at VA facilities across the country, with more to come







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Thank you

-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

- VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking

food assistance.

- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.

Piloting Healthcare Innovation

3D Printing

- Additional tool that improves shoulder-replacements
- 3D printing allows physicians to see patient anatomy in its true three-dimensional form
- There are 23 sites with 3D printing capabilities



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3D printing

Shoulder-replacement surgery is commonly performed to treat arthritis, which is a widespread condition among Veterans and the general population. However, the small amount of bone at the socket side of the shoulder joint is a major challenge to the long-term durability of shoulder replacements. By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models of the shoulder provide an additional tool for surgeons to use in pre-surgical planning, ultimately leading to longer-lasting shoulder replacements.

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We also have partnerships centered with Formlabs, Stratasys.



Applied Virtual Reality

Tools like this will help Veterans manage their pain. It will facilitate all kinds of treatments for them and can be used to treat ailments ranging from PTSD to opioid management.

The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how 3D printing and applied virtual reality are useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

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VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

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Secretary Wilkie's Priorities

- Customer Service
- MISSION Act
- Business Transformation
- VA/DoD Collaboration



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Secretary Wilkie's Priorities

Business Transformation

- Electronic health record
- Financial management business transformation
- Defense Medical Logistics Standard Support



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VA/DoD Collaboration

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- Supply Chain
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VA



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U.S. Department of Veterans Affairs

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- More than 9 million Veterans enrolled in VA
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VA



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Secretary's Center for Strategic Partnerships

Mission

- To seek out **big, bold and impactful innovative collaborations** that significantly improve the lives of Veterans

Authority

- Leadership has delegated authority from the VA Secretary to solicit and receive donations and expertise

Partnering

- Working with SCSP, organizations can donate resources (monetary or non-monetary) directly to the VA or provide free services or products directly to Veterans

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U.S. Department of Veterans Affairs

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Unique Health care Ecosystem for Innovative Collaborations

- Provided from discharge or retirement to end of life
- Powerful prevention incentives
- Driven by healthcare outcomes, not reimbursement
- Unique longitudinal care data sets
- Specialty care

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Leading the Nation in Telehealth

Increasing Access for Veterans

- 1 million+ telehealth appointments annually
- 1/3 of Veterans live in rural areas
- 136,000+ Veterans used VA Remote Patient Monitoring/Home Telehealth Services

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Leading the Nation in Telehealth

Veteran Impact



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Leading the Nation in Telehealth

Extending the VA Care Footprint

- Veterans often have to drive great distances to receive care
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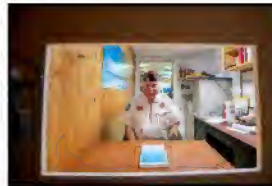
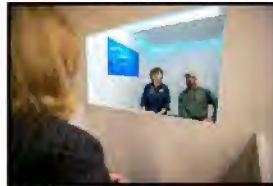


Photo Credit: Steve Thompson for Philips North America

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Leading the Nation in Telehealth

Extending the VA Care Footprint

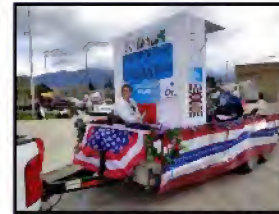


Photo Credit: David Thompson for Philip Roth, America

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Leading the Nation in Telehealth

Bridging the Digital Divide

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- [VA Video Connect](#)



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Building a Precision Oncology Ecosystem



Building a Precision Oncology Ecosystem

- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed **\$50M** for 10 VA Centers for Excellence
- VA building on this network to create a Precision Oncology System of Excellence

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Building a Precision Oncology Ecosystem



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Building a Precision Oncology Ecosystem

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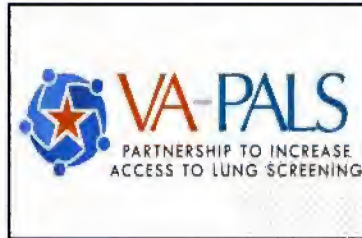
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Building a Precision Oncology Ecosystem



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Precision Medicine

Sanford Health Partnership

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- VA plans to reach **250,000 Veterans** by 2022

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie

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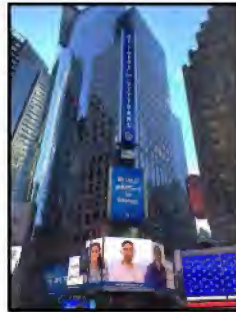
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Mental Health



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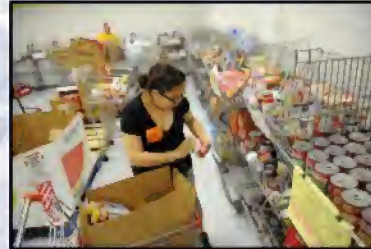
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Driving Innovation Together



Partner with us to further:

- Secretary Robert Wilkie's Key Priorities
- Big, Bold, Impactful collaborations that change Veterans' lives
- Health care innovation

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Secretary Wilkie's Priorities

- Customer Service
- MISSION Act
- Business Transformation
- VA/DoD Collaboration



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Secretary Wilkie's Priorities



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Secretary Wilkie's Priorities

Business Transformation

- Electronic health record
- Financial management business transformation
- Defense Medical Logistics Standard Support



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Secretary Wilkie's Priorities



VA/DoD Collaboration

- Suicide Prevention
- Supply chain
- Transition Assistance Program (TAP)
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VA At A Glance

U.S. Department of Veterans Affairs

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Leading the Nation in Telehealth

Increasing Access for Veterans

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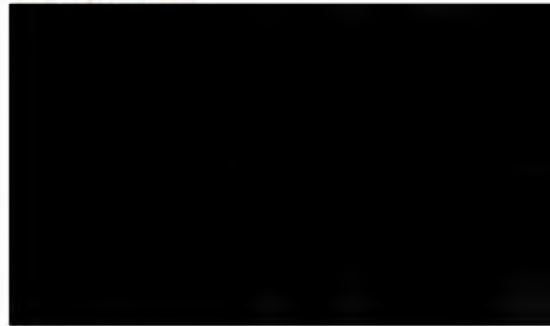


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Leading the Nation in Telehealth

Veteran Impact



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Leading the Nation in Telehealth

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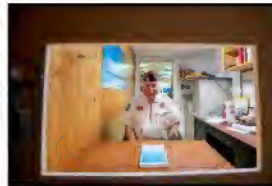
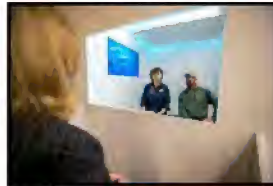


Photo Credit: Steve Thompson for Philips North America

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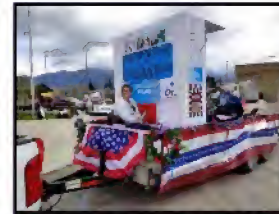


Photo Credits: DODIG/Department for Public Health Services

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Leading the Nation in Telehealth

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Building a Precision Oncology Ecosystem



Building a Precision Oncology Ecosystem

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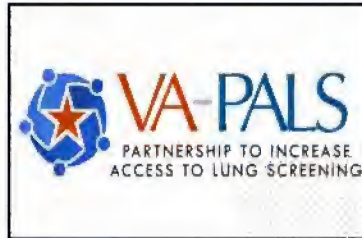
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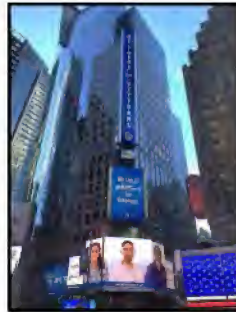
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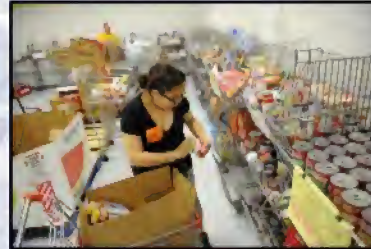
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Piloting Healthcare Innovation

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Driving Innovation Together



Partner with us to further:

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VA Partnerships in Primetime



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A new commercial featuring Veterans using telehealth began airing on national television as a part of a new partnership between T-Mobile and VA. The ad, which highlights Veterans using VA Video Connect without incurring data charges, exemplifies the public-private partnerships VA has developed to increase access to care for Veterans.

VA Secretary Robert Wilkie



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- You can see his commitment to Veterans is unwavering and we work to execute that vision daily.

Secretary Wilkie's Priorities

- Customer Service
- MISSION Act
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Customer Service

*NOTES *Secretary Wilkie has issued a customer service policy in which all VA executives, managers, supervisors and employees are held accountable to foster a climate of **customer service excellence**. Goal is to lead the President's work of improving customer experience across Federal agencies and deliver customer service to Veterans that is on par with top private sector companies. Making bold moves in training and implementing customer experience best practices.*

Business Transformation

Active efforts underway to empower VA employees serving Veterans in the field to provide world-class customer service. A leadership integration forum was recently implemented to synchronize deployment schedules across three platforms: our new electronic health record, financial management business transformation and the adoption of Defense Medical Logistics Standard Support

VA/DoD Collaboration

Strong emphasis placed on providing a seamless transition from military service to Veteran status specifically improving

access to mental health and ***suicide prevention*** resources and engagement
Developing public-private partnerships and enhancing collaborations across Federal agencies

Secretary Wilkie's Priorities

Customer Service

- The University of Delaware, in partnership with the VA Veterans Experience Office, created the VA Patient Experience Academy in 2018.
- Generated a **90 percent** satisfaction rate for Veterans.







U.S. Department of Veterans Affairs
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Mission Act

- June 6 rollout of a community care expansion
- 20 days for primary care, mental care and non-institutional extended care services
- 30 minute average drive time for primary care, mental health and extended care services
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Business Transformation

- Electronic health record
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- Suicide Prevention
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VA



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VA



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VA Healthcare Innovations

- 1st implantable cardiac pacemaker
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Secretary's Center for Strategic Partnerships

Mission



- To seek out **big, bold and impactful innovative collaborations** that significantly improve the lives of Veterans

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- Leadership has delegated authority from the VA Secretary to solicit and receive donations and expertise

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VA



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How does VA deal with polytrauma and PTSD

Polytrauma/TBI = VA's [Polytrauma System of Care](#) (PSC) is an integrated network of specialized rehabilitation programs dedicated to serving Veterans and Service Members with both combat and civilian related Traumatic Brain Injury (TBI) and polytrauma. Services available through PCS include: interdisciplinary evaluation and treatment, development of a comprehensive plan of care, case management, patient and family education and training, psychosocial support, and application of advanced rehabilitation treatments and prosthetic technologies.



PTSD = Anyone can develop PTSD at any age. A number of factors can increase the chance that someone will have PTSD, many of which are not under that person's control. For example, having a very intense or long-lasting traumatic event or getting injured during the event can make it more likely that a person will develop PTSD. PTSD is also more common after certain types of trauma, like combat and sexual assault.



Leading the Nation in Telehealth

Increasing Access for Veterans

- 1 million+ telehealth appointments annually
- 1/3 of Veterans live in rural areas
- 136,000+ Veterans used VA Remote Patient Monitoring/Home Telehealth Services



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VA Remote Patient Monitoring/Home Telehealth Services

- This program encourages Veterans to enroll in the program, to actively participate in the daily management of their chronic condition, be it diabetes, pulmonary disease or congestive heart failure.
- VA provides devices to Veterans who participate in the program, which include weight scales, blood pressure cuffs, or even a transportable exam station.
- Telehealth services provide VA an opportunity to reach Veterans who aren't currently active participants in the VA system, and will help more Veterans access health care.



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Leading the Nation in Telehealth

Extending the VA Care Footprint

- Veterans often have to drive great distances to receive care
- 90% of Americans live within 10 miles of a Walmart. 90% of Veterans don't live within 10 miles of a VA medical center



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- The opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces is an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with leading edge healthcare.
- *Reminder: Status of locations and timeframe?

Leading the Nation in Telehealth

Extending the VA Care Footprint

- Philips committed to donate equipment, and created dedicated space for telehealth sessions
- 10 rural access points at VFW & American Legion Halls
- Eventually expand to 100 locations







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Telehealth by the numbers

- Philips identified a solution to a VA need.
- Philips used their design expertise
- Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#), as well as in some Walmart stores.
- Many in healthcare view telehealth as key to bringing healthcare services to outlying, rural, and remote areas that lack critical medical services. A new telehealth initiative proposed by the VA could further advance that effort by bringing the advanced technology into the mainstream healthcare arena.



Veterans from the VFW featured the pods in a telehealth float during a parade in Eureka, Montana.

- If you pay close attention, our doctor administering care is none other than Grey's Anatomy's Dr. Derek "McDreamy" Shepherd, portrayed by actor Patrick Dempsey.

Leading the Nation in Telehealth

Bridging the Digital Divide

- Sprint and T-Mobile have eliminated data usage charges for Veterans and caregivers who use the VA Video Connect platform
- [VA Video Connect](#)



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We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of Veterans. **Telehealth changes the location where health care services are routinely provided.**



- Different colors represent different partners and this is just the beginning. We are building an ecosystem and want your organization to join us on this map.
- Veterans with cancer who receive treatment from the Department of Veterans Affairs (VA) have easier access to **clinical trials** and cancer treatments, thanks to an agreement between VA and the National Cancer Institute (NCI).
- VA has a large clinical research program that includes clinical trials in cancer and other diseases at numerous sites nationwide. The sites highlighted on this map represent locations.
- **VA and the National Cancer Institute** will build infrastructure at VA sites to enable more Veterans to take part in cutting-edge clinical trials sponsored by NCI. Such trials typically test innovative experimental treatments, such as precision-medicine therapies based on patients' genetic profiles, or immunotherapies that harness patients' own immune systems to bring about cures.

Building a Precision Oncology Ecosystem

- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed **\$50M** for 10 VA Centers for Excellence
- VA building on this network to create a Precision Oncology System of Excellence

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Precision Oncology

- Nearly 50,000 Veterans are diagnosed with cancer each year. The three most frequently diagnosed cancers among VA were prostate (29%), lung/bronchus (18%), and colon/rectum (8%).
- Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.
- More than half of the funds have already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.






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Building a Precision Oncology Ecosystem

- VA/NCI partnership to increase Veteran access to innovative oncology clinical trials
- NCI commitment to fund staff and infrastructure to support hosting clinical trials in 12 VA Medical Centers



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NAVIGATE

The NCI and VA Interagency Group to Accelerate Trials Enrollment, or NAVIGATE, which is launching at 12 VA facilities across the country, will enhance the ability of Veterans to participate in trials carried out through NCI's National Clinical Trials Network and the NCI Community Oncology Research Program.

The 12 VA Sites Picked to Participate in the NAVIGATE Program

Atlanta VA Health Care System
 James J. Peters VA Medical Center, New York
 Ralph H. Johnson VA Medical Center, Charleston, South Carolina
 VA Eastern Colorado Health Care System, Denver
 Durham VA Medical Center, North Carolina
 Edward Hines Jr. VA Hospital, Hines, Illinois
 Tibor Rubin VA Medical Center, Long Beach, California
 Minneapolis VA Health Care System
 VA Palo Alto Health Care System, California


Portland VA Medical Center, Portland, Oregon


Audie L. Murphy VA Hospital/South Texas Veterans Health Care System, San Antonio

VA Connecticut Healthcare System, West Haven

Building a Precision Oncology Ecosystem

- Veterans' tobacco use is greater than the general population in all age groups
- Bristol-Myers Squibb Foundation funded establishment of 10 lung cancer screening centers within VA Medical Centers



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VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (**VA-Partnership to increase Access to Lung Screening**). Its goal is to develop early-detection programs for lung cancer, a malignancy with an 80 percent cure rate when caught early.
- The VA-PALS initiative builds upon lessons learned from currently available screening programs, including those of [VA's Office of Rural Health](#), which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.



VA and IBM Watson Health announced the extension of a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded fantastic results for our Veterans, with 10,000 genomic studies donated.

After being diagnosed with stage 4 lung cancer in 2016, Tam Huynh (pronounced Tam Win), a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. His story demonstrates the value genomic studies have on cancer care. (Run time 2:14)

Precision Medicine

Sanford Health Partnership

- Sanford Health made a **\$50M commitment** for Veterans to receive free genetic testing through [Pharmacogenomics Action for cancer Survivorship \(PHASeR\)](#) program
- VA plans to reach **250,000 Veterans** by 2022

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie




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Sanford Health

-Sanford Health and the VA recently announced a program that will provide pharmacogenetic testing to Veterans at no cost.

-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 sites by 2022. It launched this year in Durham, North Carolina.

- The program has already seen its first patients.

Mental Health

Suicide Prevention

- Presidential Executive Order enacted in March 2019 to help end a national tragedy of suicide: PREVENTS Initiative
- VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression






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Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention. By Executive Order, the President has enacted the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide"—the **PREVENTS** Initiative. The executive order mandates the establishment of the Veteran Wellness, Empowerment and Suicide Prevention Task Force and several other measures designed to help at risk Veterans.
- We also engage in partnerships with other organizations. For example, our partner Johnson & Johnson has developed the Spravato nasal spray. This product will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for the treatment of treatment-resistant depression in adults.

SAVE Training

With the passage of the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans. As a first step, Walgreens

pharmacists and key staff are helping to prevent suicide by participating with the VA Office of Suicide Prevention to receive SAVE training. SAVE training is:

Signs of suicidal thinking

Ask questions

Validate the person's experience

Encourage treatment and **E**xpedite getting help

Mental Health



Be There Campaign

- VA and PSA Advertising partnered to place ads in the top 100 largest markets to promote both #BeThere campaign and the Veterans Crisis Line.





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#BeThere campaign


- VA launched a national advertising to promote the **Be There** campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future. Times Square receives 355,000 visitors per day. (Times Square New York, 2019)
- By promoting the **Be There** campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.
- Together, as a community, we are working together to reverse this crisis.

Social Determinants of Health

Caregiver Support

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.
- The Elizabeth Dole Foundation announced its 2019 Class of Dole Caregiver Fellows training program. Caregivers ultimately provide more than **\$14 billion** in voluntary care for Veterans every year.
- The American Red Cross provides Veteran caregivers with quality peer support programs and services through collaboration with partner organizations.





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Caregivers are our hidden heroes and are not often recognized. Much of their work goes unseen, except by the Veterans they provide care. Some of the partnerships that support our caregivers are:

LinkedIn

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American Red Cross

- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.

The Elizabeth Dole Foundation

-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or

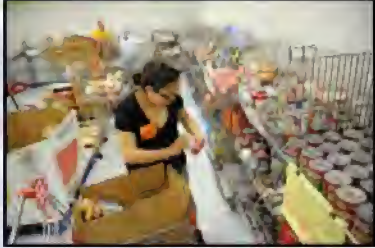
injured Veterans.


-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.


Social Determinants of Health

Food Assistance

- VA is the pioneer health care organization to screen all Veterans who visit its facilities for hunger.
- Feeding America and Mazon partnered to serve more than **44,000 Veterans and their families**
- **17 food pantries** at VA facilities across the country, with more to come







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Thank you

-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

- VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking

food assistance.

- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.

Piloting Healthcare Innovation

3D Printing

- Additional tool that improves shoulder-replacements
- 3D printing allows physicians to see patient anatomy in its true three-dimensional form
- There are 23 sites with 3D printing capabilities with more to come






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3D printing

Shoulder-replacement surgery is commonly performed to treat arthritis, which is a widespread condition among Veterans and the general population. However, the small amount of bone at the socket side of the shoulder joint is a major challenge to the long-term durability of shoulder replacements. By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models of the shoulder provide an additional tool for surgeons to use in pre-surgical planning, ultimately leading to longer-lasting shoulder replacements.

3D Printing Partnerships

- GE Healthcare and [VA Puget Sound Health Care System](#) are in a partnership to accelerate the use of 3D imaging in healthcare. VA will use GE software designed specifically for the medical field – which is expected to reduce the time it takes to create 3D models from hours to minutes.

We also have partnerships with Formlabs, Stratasys.



Applied Virtual Reality

- One of the main goals is to help Veterans who suffer from chronic pain reduce their reliance on medications, such as opioids.
- Relaxation and guided imagery programs are also used to address stress, anxiety, frustration, anger, and pain. Heart rate and self-reporting from the Veteran are used to determine effectiveness.
- The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how 3D printing and applied virtual reality are useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

Driving Innovation Together



Partner with us to further:

- Secretary Robert Wilkie's Key Priorities
- Big, Bold, Impactful collaborations that change Veterans' lives
- Health care innovation

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Driving Innovation Together Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 13, 2019*

DEBORAH LAFER SCHER
Executive Advisor to the Secretary
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Join the conversation on Twitter [@VAPartnerships](https://twitter.com/VAPartnerships)

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A commercial featuring Veterans using telehealth began airing on national television as a part of a new partnership between T-Mobile and VA. The ad, which highlights Veterans using VA Video Connect without incurring data charges, exemplifies the public-private partnerships VA has developed to increase access to care for Veterans.

Many Veterans we speak with daily say this service has been a life-saver in receiving quality care from the comfort and safety at their home.

VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

VA



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- You can see his commitment to Veterans is unwavering and we work to execute that vision daily.

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- Customer Service
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- Business Transformation
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VA



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Secretary Wilkie's Priorities



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- Supply Chain
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VA



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- 1st nicotine patch
- 1st electronic health record
- 1st successful liver transplant

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How does VA deal with polytrauma and PTSD

Polytrauma/TBI - VA's [Polytrauma System of Care](#) (PSC) is an integrated network of specialized rehabilitation programs dedicated to serving Veterans and Service Members with both combat and civilian related Traumatic Brain Injury (TBI) and polytrauma. Services available through PCS include: interdisciplinary evaluation and treatment, development of a comprehensive plan of care, case management, patient and family education and training, psychosocial support, and application of advanced rehabilitation treatments and prosthetic technologies.

PTSD - Anyone can develop PTSD at any age. A number of factors can increase the chance that someone will have PTSD, many of which are not under that person's control. For example, having a very intense or long-lasting traumatic event or getting injured during the event can make it more likely that a person will develop PTSD. PTSD is also more common after certain types of trauma, like combat and sexual assault.



Leading the Nation in Telehealth

Increasing Access for Veterans

- 1 million+ telehealth appointments annually
- 1/3 of Veterans live in rural areas
- 136,000+ Veterans used VA Remote Patient Monitoring/Home Telehealth Services



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VA Remote Patient Monitoring/Home Telehealth Services

- This program encourages Veterans to enroll in the program, to actively participate in the daily management of their chronic condition, be it diabetes, pulmonary disease or congestive heart failure.
- VA provides devices to Veterans who participate in the program, which include weight scales, blood pressure cuffs, or even a transportable exam station.
- Telehealth services provide VA an opportunity to reach Veterans who aren't currently active participants in the VA system, and will help more Veterans access health care.



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Leading the Nation in Telehealth

Extending the VA Care Footprint

- Veterans often have to drive great distances to receive care
- 90% of Americans live within 10 miles of a Walmart. 90% of Veterans don't live within 10 miles of a VA medical center



VA



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Office of the Secretary
Secretary's Center for Strategic Partnerships

- The opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces is an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with leading edge healthcare.

Leading the Nation in Telehealth

Extending the VA Care Footprint

- Philips committed to donate equipment, and created dedicated space for telehealth sessions
- 10 rural access points at VFW & American Legion Halls
- Eventually expand to 100 locations








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Telehealth by the numbers

- Philips identified a solution to a VA need, by using their design expertise to create pods for private telehealth sessions. Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#), as well as in some Walmart stores.
- Many in health care view telehealth as key to bringing healthcare services to outlying, rural, and remote areas that lack critical medical services. A new telehealth initiative proposed by the VA could further advance that effort by bringing the advanced technology into the mainstream health care arena.



Veterans from the local Veterans of Foreign Wars featured a prototype telehealth pod in a parade in Eureka, Montana. Eureka is 63 miles from Kalispell VA Community Based Outpatient Clinic and 256 miles from Fort Harrison VA Medical Center.

- If you pay close attention, our doctor administering telehealth care is none other than **Grey's Anatomy's Dr. Derek "McDreamy" Shepherd**, portrayed by actor **Patrick Dempsey**.

Leading the Nation in Telehealth

Bridging the Digital Divide

- Sprint and T-Mobile have eliminated data usage charges for Veterans and caregivers who use the VA Video Connect platform
- VA Video Connect



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We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of Veterans. **Telehealth changes the location where health care services are routinely provided.**



Building a Precision Oncology Ecosystem

- Different colors represent different partners and this is just the beginning. We are building an ecosystem and want your organization to join us on this map.
- Veterans with cancer who receive treatment from the Department of Veterans Affairs (VA) have easier access to **clinical trials** and cancer treatments, thanks to an agreement between VA and the National Cancer Institute (NCI).
- VA has a large clinical research program that includes clinical trials in cancer and other diseases at numerous sites nationwide. The sites highlighted on this map represent locations.
- **VA and the National Cancer Institute** will build infrastructure at VA sites to enable more Veterans to take part in cutting-edge clinical trials sponsored by NCI. Such trials typically test innovative experimental treatments, such as precision-medicine therapies based on patients' genetic profiles, or immunotherapies that harness patients' own immune systems to bring about cures.

Building a Precision Oncology Ecosystem

- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed \$50M for 10 VA Centers for Excellence
- VA building on this network to create a Precision Oncology System of Excellence

VA



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Precision Oncology

- Nearly 50,000 Veterans are diagnosed with cancer each year. The three most frequently diagnosed cancers among VA were prostate (29%), lung/bronchus (18%), and colon/rectum (8%).
- Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment.
- More than half of the funds have already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.






By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.

- Navy Veteran Christopher Seelye (pronounced SEE-LEE), a VA oncology patient, benefitted from this type of treatment **(total run time 2:46)**.

Building a Precision Oncology Ecosystem

- VA/NCI partnership to increase Veteran access to innovative oncology clinical trials
- NCI commitment to fund staff and infrastructure to support hosting clinical trials in 12 VA Medical Centers



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NAVIGATE

The NCI and VA Interagency Group to Accelerate Trials Enrollment, or NAVIGATE, which is launching at 12 VA facilities across the country, will enhance the ability of Veterans to participate in trials carried out through NCI's National Clinical Trials Network and the NCI Community Oncology Research Program.

The 12 VA Sites Picked to Participate in the NAVIGATE Program

Atlanta VA Health Care System
 James J. Peters VA Medical Center, New York
 Ralph H. Johnson VA Medical Center, Charleston, South Carolina
 VA Eastern Colorado Health Care System, Denver
 Durham VA Medical Center, North Carolina
 Edward Hines Jr. VA Hospital, Hines, Illinois
 Tibor Rubin VA Medical Center, Long Beach, California
 Minneapolis VA Health Care System
 VA Palo Alto Health Care System, California


Portland VA Medical Center, Portland, Oregon


Audie L. Murphy VA Hospital/South Texas Veterans Health Care System, San Antonio

VA Connecticut Healthcare System, West Haven

Building a Precision Oncology Ecosystem

- Veterans' tobacco use is greater than the general population in all age groups
- Bristol-Myers Squibb Foundation funded establishment of 10 lung cancer screening centers within VA Medical Centers



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VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (**VA-Partnership to increase Access to Lung Screening**). Its goal is to develop early-detection programs for lung cancer, a malignancy with an **80 percent cure rate when caught early**.
- The VA-PALS initiative builds upon lessons learned from currently available screening programs, including those of [VA's Office of Rural Health](#), which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.



VA and IBM Watson Health announced the extension of a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded fantastic results for our Veterans, with 10,000 genomic studies donated.

After being diagnosed with stage 4 lung cancer in 2016, Tam Huynh (pronounced Tam Win), a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. His story demonstrates the value genomic studies have on cancer care. (Run time 2:14)

Precision Medicine

Sanford Health Partnership

- Sanford Health made a **\$50M commitment** for Veterans to receive free genetic testing through Pharmacogenomics Action for cancer Survivorship (PHASeR) program
- VA plans to reach **250,000 Veterans** by 2022

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie




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Sanford Health

-Sanford Health and the VA recently announced a program that will provide pharmacogenetic testing to Veterans at no cost.

-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 sites by 2022. It launched this year in Durham, North Carolina.

- The program has already seen its first patients.

Mental Health

Suicide Prevention

- Presidential Executive Order enacted in March 2019 to help end a national tragedy of suicide: PREVENTS Initiative
- VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression






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Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention. By Executive Order, the President has enacted the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide"—the **PREVENTS** Initiative. The executive order mandates the establishment of the Veteran Wellness, Empowerment and Suicide Prevention Task Force and several other measures designed to help at risk Veterans.
- We also engage in partnerships with other organizations. For example, our partner Johnson & Johnson has developed the Spravato nasal spray. This product will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for the treatment of treatment-resistant depression in adults.

SAVE Training

With the passage of the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans. As a first step, Walgreens

pharmacists and key staff are helping to prevent suicide by participating with the VA Office of Suicide Prevention to receive SAVE training. SAVE training is:

Signs of suicidal thinking

Ask questions

Validate the person's experience

Encourage treatment and **E**xpedite getting help

Mental Health



Be There Campaign

- VA and PSA Advertising partnered to place ads in the top 100 largest markets to promote both #BeThere campaign and the Veterans Crisis Line.





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#BeThere campaign

- VA launched a national advertising to promote the **Be There** campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future. Times Square receives 355,000 visitors per day. (Times Square New York, 2019)
- By promoting the **Be There** campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.
- Together, as a community, we are working together to reverse this crisis.

Social Determinants of Health

Caregiver Support

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.
- The Elizabeth Dole Foundation announced its 2019 Class of Dole Caregiver Fellows training program. Caregivers ultimately provide more than **\$14 billion** in voluntary care for Veterans every year.
- The American Red Cross provides Veteran caregivers with quality peer support programs and services through collaboration with partner organizations.

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Caregivers are our hidden heroes and are not often recognized. Much of their work goes unseen, except by the Veterans they provide care. Some of the partnerships that support our caregivers are:

LinkedIn

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.

American Red Cross

- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.

The Elizabeth Dole Foundation

-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or

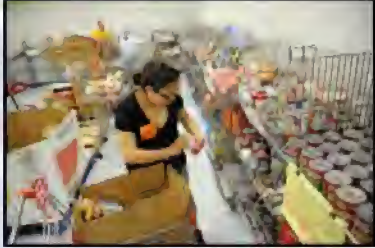
injured Veterans.


-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.


Social Determinants of Health

Food Assistance

- VA is the pioneer health care organization to screen all Veterans who visit its facilities for hunger
- Feeding America and Mazon partnered to serve more than 44,000 Veterans and their families
- 17 food pantries at VA facilities across the country, with more to come







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Thank you

-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

- VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking

food assistance.

- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.

Piloting Health Care Innovation

3D Printing

- 3D printing allows physicians to see patient anatomy in its true three-dimensional form
- There are 23 sites with 3D printing capabilities with more to come







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3D printing

- By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models provide an additional tool for surgeons to use in pre-surgical planning, ultimately leading to longer-lasting shoulder replacements.
- By using 3D models, the number of X-rays needed has dramatically decreased.

3D Printing Partnerships

- GE Healthcare and [VA Puget Sound Health Care System](#) are in a partnership to accelerate the use of 3D imaging in healthcare. VA will use GE software designed specifically for the medical field – which is expected to reduce the time it takes to create 3D models from hours to minutes.

We also have Collaborative Research and Development Agreements with Formlabs and Stratasys.



Applied Virtual Reality

- One of the main goals is to help Veterans who suffer from chronic pain reduce their reliance on medications, such as opioids.
- Relaxation and guided imagery programs are also used to address stress, anxiety, frustration, anger, and pain. Heart rate and self-reporting from the Veteran are used to determine effectiveness.
- The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how 3D printing and applied virtual reality are useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

Driving Innovation Together



Partner with us to further:

- Secretary Robert Wilkie's Key Priorities
- Big, Bold, Impactful collaborations that change Veterans' lives
- Health care innovation

VA



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Email
sp@va.gov

Website
www.va.gov/scsp
coming soon

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Driving Innovation Together Department of Veterans Affairs

VA Healthcare 2019

*Gaylord National Harbor
May 13, 2019*

DEBORAH LAFER SCHER
Executive Advisor to the Secretary
Secretary's Center For Strategic Partnerships
Join the conversation on Twitter [@VAPartnerships](https://twitter.com/VAPartnerships)

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A commercial featuring Veterans using telehealth began airing on national television and theaters as a part of a new partnership between T-Mobile and VA. The ad, which highlights Veterans using VA Video Connect without incurring data charges, exemplifies the public-private partnerships VA has developed to increase access to care for Veterans.

Many Veterans we speak with daily say this service has been a life-saver in receiving quality care from the comfort and safety at their home.

The video is airing tonight, twice during the Bachelorette on ABC at 8 p.m., and twice during the Tonight Show on NBC at 11:35 p.m.

This would not be possible without the commitment of the Secretary.

VA Secretary Robert Wilkie



"All of us are committed to active engagement and productive partnerships so we can, together, change Veterans' lives for the better. At VA, we take pride in our legacy of groundbreaking, game-changing contributions to American medicine."

VA




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As you can see, his commitment to Veterans is unwavering and we work to execute that vision daily.

Now, let's look at his areas of highest concern for the department.

Secretary Wilkie's Priorities

- Customer Service
- MISSION Act
- Business Transformation
- VA/DoD Collaboration



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Next, are examples of how VA is meeting Secretary Wilkie's priorities.

Secretary Wilkie's Priorities

Customer Service

- The University of Delaware, in partnership with the VA Veterans Experience Office, created the VA Patient Experience Academy in 2018.
- The program generated a 90 percent satisfaction rate for Veterans.






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There are active efforts underway to empower VA employees serving Veterans in the field to provide world class customer service.

VA Patient Experience Academy

The program, which is the first of its kind known in the country, was developed by the University of Delaware's Alfred Lerner College of Business and Economics, Hospitality Business Management Program in coordination with the VA Veterans Experience Office. The program, designed specifically for VA staff, consists of a five-week course that takes place two hours a week. At the end of the course, eligible students receive certificates of completion from the University.

- The program is designed for five 20-person groups of VA managers and associates from the Wilmington, Delaware VAMC and VA primary care locations in New Jersey and Delaware. Two groups have already graduated, with one group currently in training.
- This is an ongoing program that seeks to train all VA employees in the New Jersey and Delaware VA systems.

Secretary Wilkie's Priorities



Mission Act

- June 6 rollout of a community care expansion
- 20 days for primary care, mental care and non-institutional extended care services
- 30 minute average drive time for primary care, mental health and extended care services
- 60 minute average drive time for specialty care


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VA is proposing new access standards, effective when the final regulation, that is expected to be published next month, to ensure Veterans have greater choice in receiving care. Eligibility criteria and final standards seen here were based on VA's analysis of all of the best practices both in government and in the private sector and tailored to the needs of our Veteran patients.

Secretary Wilkie's Priorities

Business Transformation


- Electronic health record – Cerner contract
- Financial management business transformation
- Defense Medical Logistics Standard Support



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A leadership integration forum was recently implemented to synchronize deployment schedules across these three platforms.

Secretary Wilkie's Priorities



VA/DoD Collaboration

- Suicide Prevention
- Supply Chain
- Transition Assistance Program (TAP)
- Cerner Electronic Health Record

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Strong emphasis placed on providing a seamless transition from military service to Veteran status specifically improving access to mental health and suicide prevention resources, and engagement.

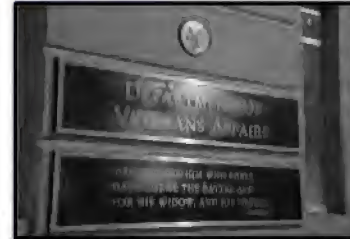
We are also developing public-private partnerships and enhancing collaborations across Federal agencies.

Now, I'd like to share with you some facts about VA.

VA at a Glance

U.S. Department of Veterans Affairs

- More than 20 million living Veterans
- More than 9 million Veterans enrolled in VA
- 170 medical centers
- 1,074 outpatient sites
- FY20 Budget - \$220 billion
- 58 million appointments in 2018



VA



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VA Healthcare Innovations

- 1st implantable cardiac pacemaker
- 1st nicotine patch
- 1st electronic health record
- 1st successful liver transplant

VA



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These are only a few of the many innovations that were started at VA. We have on the leading edge of healthcare for a long time.

VA Healthcare Innovations

- 1st health care organization to eradicate Hepatitis C
- 1st health care organization to publish opioid rates and then lower them by 40 percent
- Million Veteran Program
- Blue Button

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MVP – Largest U.S. biorepository with 700,000 gene mutations and 100,000 whole genomes sequenced.

Blue Button – Pioneered this in 2010, the Blue button enables Veterans to have access to their health record in a format they can use. These records include a summary, surgical and clinical notes, medical images and reports.

Partnerships are key to many innovations throughout the department. My office supports the establishment of these strategic partnerships.

Secretary's Center for Strategic Partnerships

Mission


- To seek out big, bold and impactful innovative collaborations that significantly improve the lives of Veterans

Authority

- Leadership has delegated authority from the VA Secretary to solicit and receive donations and expertise

Partnering

- Working with SCSP, organizations can donate resources (monetary or non-monetary) directly to the VA or provide free services or products directly to Veterans

VA  **U.S. Department of Veterans Affairs**
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Secretary's Center for Strategic Partnerships

My office takes on many different initiatives, projects, priorities, and identified needs.

Unique Health Care Ecosystem for Innovative Collaborations

- Provided from discharge or retirement to end of life
- Powerful prevention incentives
- Driven by healthcare outcomes, not reimbursement
- Unique longitudinal care data sets
- Specialty care

VA



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Here is just a sampling of a few of our partners that we've been working with.

Several of these partners are helping us address a critical issue - access to health care.

Leading the Nation in Telehealth

Increasing Access for Veterans

- 1 million+ telehealth appointments annually
- 1/3 of Veterans live in rural areas
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This video will share the impact Telehealth has on the lives of these three Veterans:

- Thomas Baumgartner (Puerto Rico)
- Bruce Poole (Buffalo, New York)
- Bill Jacobs (Colorado)

Leading the Nation in Telehealth

Extending the VA Care Footprint

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VA



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Veterans from the local Veterans of Foreign Wars featured a prototype telehealth pod in a parade in Eureka, Montana.

- Eureka is 9 miles south of U.S.- Canada border, 63 miles from Kalispell VA Community Based Outpatient Clinic, 256 miles from Fort Harrison VA Medical Center, and is on the “Backside” of Glacier National Park. The closest airport is Glacier Park International Airport, which is 63 miles from the town.

- If you look closely, the doctor administering telehealth care is none other than Grey’s Anatomy’s Dr. Derek “McDreamy” Shepherd, portrayed by actor Patrick Dempsey.

Leading the Nation in Telehealth

Bridging the Digital Divide

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Now let's look at another high priority area – Precision Oncology.



Now I would like to share and how VA is Building a Precision Oncology Ecosystem

- Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment.
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Building a Precision Oncology Ecosystem

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- VA building on this network to create a Precision Oncology System of Excellence

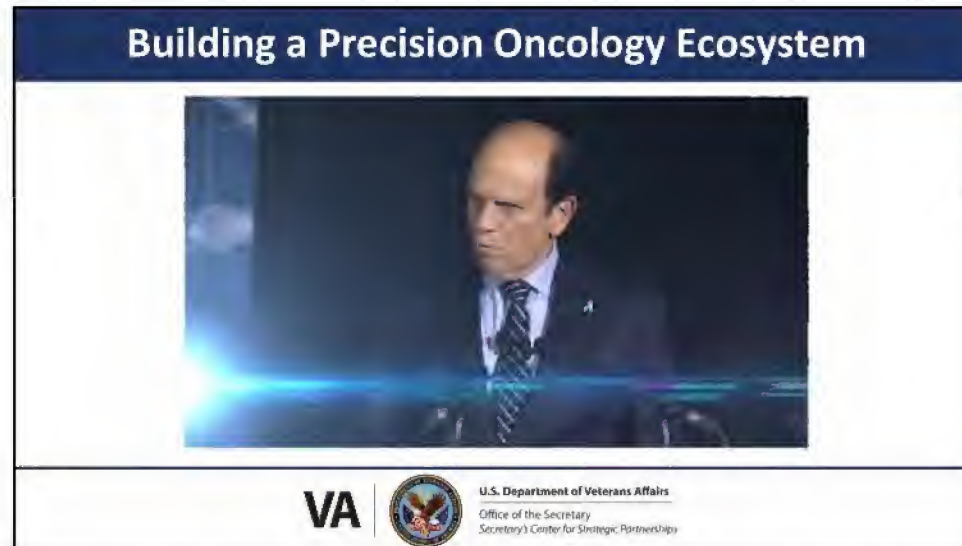
VA



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 VA Palo Alto Health Care System, California


Portland VA Medical Center, Portland, Oregon


Audie L. Murphy VA Hospital/South Texas Veterans Health Care System, San Antonio


VA Connecticut Healthcare System, West Haven, Connecticut

Building a Precision Oncology Ecosystem

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- Bristol-Myers Squibb Foundation funded establishment of 10 lung cancer screening centers within VA Medical Centers







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VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (VA-Partnership to increase Access to Lung Screening). Its goal is to develop early-detection programs for lung cancer, a malignancy with a 70-80 percent cure rate when caught early.

-The VA-PALS initiative builds from currently available screening programs, including those of VA's Office of Rural Health, which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.

-It adds to a portfolio of other major VA lung cancer initiatives, which include the VALOR Trial (Veterans Affairs Lung Cancer Or Stereotactic Radiotherapy) and the APOLLO Network (Applied Proteogenomics Organizational Learning and Outcomes).

Another one of our partners in Oncology is IBM Watson.



VA and IBM Watson Health announced the extension of a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded fantastic results for our Veterans, with 10,000 genomic studies donated.

After being diagnosed with stage 4 lung cancer in 2016, Tam Huynh (pronounced Tam Win), a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. Tam's story demonstrates the value genomic studies have on cancer care. (Run time 2:14)

VA also partnered with Sanford Health to offer pharmacogenetic testing to improve medication and dosage for Veterans receiving cancer treatment.

Precision Medicine

Sanford Health Partnership

- Sanford Health made a **\$50M commitment** for Veterans to receive free genetic testing through Pharmacogenomics Action for cancer Survivorship (PHASeR) program
- VA plans to reach **250,000 Veterans** by 2022

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie




U.S. Department of Veterans Affairs
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Sanford Health

-Sanford Health and the VA recently announced a program that will provide pharmacogenetic testing to Veterans at no cost.

-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 VA sites by 2022. It launched this year in Durham, North Carolina.

- The program has already seen four patients.
- Another priority area for VA is Suicide Prevention.

Mental Health

Suicide Prevention

- Presidential Executive Order enacted in March 2019 to help end a national tragedy of suicide: PREVENTS Initiative
- VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression






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Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention. By Executive Order, the President has enacted the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide—the **PREVENTS** Initiative. The executive order mandates the establishment of the Veteran Wellness, Empowerment and Suicide Prevention Task Force and several other measures designed to help at risk Veterans.
- We also engage in partnerships with other organizations. For example, our partner Johnson & Johnson has developed the Spravato nasal spray. This product will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for treatment-resistant depression in adults.

SAVE Training

With the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans. VA encourages all VA team members to take

SAVE training. SAVE stands for:

Signs of suicidal thinking

Ask questions

Validate the person's experience

Encourage treatment and **E**xpedite getting help

Mental Health



Be There Campaign

- VA placed ads in the top 100 largest markets to promote both #BeThere campaign and the Veterans Crisis Line.
- Currently in the first phase, there are about 700 billboards in the top 100 markets.





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#BeThere campaign


- VA launched a national advertising to promote the Be There campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future. Times Square receives 355,000 visitors per day. (Times Square New York, 2019)
- By promoting the Be There campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.
- Together, as a community, we are working together to reverse this crisis.
- As we continue creating partnerships and expand support for Veterans, we reach out to organizations around Social Determinants of Health.

Social Determinants of Health

Caregiver Support

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.
- The Elizabeth Dole Foundation announced its 2019 Class of Dole Caregiver Fellows training program. Caregivers ultimately provide more than **\$14 billion** in voluntary care for Veterans every year.
- The American Red Cross provides Veteran caregivers with quality peer support programs and services through collaboration with partner organizations.





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Caregivers are our hidden heroes and are not often recognized. Much of their work goes unseen, except by the Veterans they provide care. Some of the partnerships that support our caregivers are:

LinkedIn

- 1 year free LinkedIn Premium for all transitioning service members, with the program expanding in 2018 to include 5,000 caregivers.

American Red Cross

- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.

The Elizabeth Dole Foundation

-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or

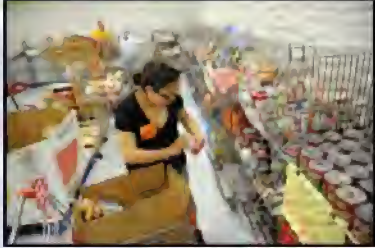
injured Veterans.


-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.


Social Determinants of Health

Food Assistance

- VA is the pioneer health care organization to screen all Veterans who visit its facilities for hunger
- Feeding America and Mazon partnered to serve more than 44,000 Veterans and their families
- 17 food pantries at VA facilities across the country, with more to come







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VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking food assistance.

- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.

- And finally, as we continue our journey into the 21st Century, we look forward to expand partnerships even more through innovations.

Piloting Health Care Innovation

3D Printing

- 3D printing allows physicians to see patient anatomy in its true three-dimensional form
- There are 23 sites with 3D printing capabilities with more to come







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3D Printing success story

Pictured above are Dr. (b)(6) and Veteran (b)(6) at the San Francisco VA Medical Center. In 2016, Army Veteran (b)(6) slipped at home and broke his left leg. He had surgery on the leg at a non-VA hospital in Florida, but the bone healed crooked, causing him pain and making it difficult to walk.

Using 3D modeling, Dr. (b)(6) and his brother, Dr. (b)(6) made a model of (b)(6) crooked tibia and used it to simulate the surgery that would include straightening the leg and fitting metal plates prior to the actual operation.

3D printing

- By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models provide an additional tool for surgeons to use in pre-surgical planning, reducing the cost and time of surgeries.
- By using 3D models, the number of X-rays needed has dramatically decreased.

3D Partnership

- GE Healthcare and [VA Puget Sound Health Care System](#) are in a partnership to accelerate the use of 3D imaging in healthcare. VA will use GE software designed specifically for the medical field – which is expected to reduce the time it takes to create 3D models from hours to minutes.



Applied Virtual Reality

- One of the main goals is to help Veterans who suffer from chronic pain reduce their reliance on medications, such as opioids.
- Relaxation and guided imagery programs are also used to address stress, anxiety, frustration, anger, and pain. Heart rate and self-reporting from the Veteran are used to determine effectiveness.
- The success and application of these technologies highlight just a few of the leading-edge innovations being driven by VA employees, and demonstrate how 3D printing and applied virtual reality are useful for presurgical planning and Veteran care. (**Applied Virtual Reality video is 1:54**)

Driving Innovation Together



Partner with us to further:

- Secretary Robert Wilkie's Key Priorities
- Big, Bold, Impactful collaborations that change Veterans' lives
- Health care innovation

VA 

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Secretary's Center for Strategic Partnerships

We appreciate everyone's support as we seek to bring the benefits of our partnerships to Veterans, caregivers and their families.

Join the Conversation

Learn how you can help by connecting with the
Secretary's Center for Strategic Partnerships

Twitter
[@VAPartnerships](https://twitter.com/VAPartnerships)

Email
sp@va.gov

Website
www.va.gov/scsp
coming soon

VA



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A presentation slide titled "Telehealth" in a dark blue header. The main content area has a light blue background with a faint image of a bridge. The text "Bridging the Digital Divide" is followed by a bullet point about zero-rating. The footer contains the VA logo, the U.S. Department of Veterans Affairs seal, and the text "U.S. Department of Veterans Affairs, Office of the Secretary, Secretary's Center for Strategic Partnerships".

Telehealth

Bridging the Digital Divide

- Zero-Rating: Major telecom carriers including Sprint and T-Mobile have eliminated data usage charges for Veterans and caregivers who use the VA Video Connect platform for telehealth visits.

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We call it Bridging the Digital Divide:

To further our mission to reach Veterans who either live in areas without sufficient broadband service or who can not afford unlimited data plans – we engaged with cell phone carriers including Sprint and T-Mobile for support. Their generous offering of unlimited data has truly impacted Veterans.

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of veterans. **Telehealth changes the location where health care services are routinely provided.**

Here is what our partners have to say about the strategic partnerships and providing these services for Veterans.

Telehealth

Bridging the Digital Divide

"We are confident it will help make the VA's telehealth service accessible to more Veterans than ever."



Jan Geldmacher

President of Sprint Business

"Being able to make this invaluable service unlimited for all of our T-Mobile and Metro customers is the latest way we're showing our commitment to those who served."



Mike Katz

Executive Vice President of T-Mobile for Business

VA



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2

Telehealth

Extending the VA Care Footprint

- Ninety percent of Americans live within 10 miles of a Walmart, Ninety percent of Veterans don't live within 10 miles of a VA medical center.
- VA and Walmart announced an innovative collaboration to offer VA led telehealth services to reach underserved Veterans.
- The pilot will kick off in targeted locations that consider the number of Veterans and the health resources offered.


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- The opportunity to work with Walmart to expand our ability to serve Veterans with easily accessible telehealth spaces is an important way that VA can show its commitment to Veterans and deliver on our promise of providing Veterans with leading edge healthcare.
- *Reminder: Status of locations and timeframe?


Telehealth

Extending the VA Care Footprint


- Philips pioneered "Pods" to serve Veterans
- 10 rural access points at VFW & American Legion Halls
- Eventually expand to 100 locations





Share of existing office



New build-out



Custom modular 'pod'

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Telehealth by the numbers

Through our partnership with Philips, Veterans will be able to access telehealth services in such settings as selected posts run by the [Veterans of Foreign Wars](#) (VFW) and [American Legion](#), as well as in some Walmart stores.

Many in healthcare view telehealth as key to bringing healthcare services to outlying, rural, and remote areas that lack critical medical services. And, a new telehealth initiative proposed by the VA could further advance that effort by helping bring the advanced technology into the mainstream healthcare arena.

Telehealth

Extending the VA Care Footprint

"Public-private partnerships like our telehealth initiative with the VA will not only help us support our Veterans, as these pilot projects grow and evolve, they will provide best practices on how we improve access and inclusion throughout the healthcare system."



Vitor Rocha
CEO of Philips North America

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VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to improve access to care, improving the health of veterans. **Telehealth changes the location where health care services are routinely provided.**



Here is what our partners have to say about the strategic partnerships and providing these services for Veterans.

Precision Oncology

Clinical Pathway of Best Practices

- Nearly **50,000 Veterans** are diagnosed with cancer each year
- Most frequently diagnosed cancers among Veterans are prostate, lung, and colon



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Precision Oncology

-Precision oncology is the practice of biologically directed cancer care. For example, the mutations in a cancer's genome (the cancer's DNA) can significantly impact the treatment options available to treat that cancer and the likely outcomes after treatment. By knowing the cancer genome, oncologists and patients are able to choose therapies that specifically target the patient's cancer.



-Nearly 50,000 Veterans are diagnosed with cancer each year. The median age at diagnosis was 65 years.

-The three most frequently diagnosed cancers among VA were prostate (29%), lung/bronchus (18%), and colon/rectum (8%).

Precision Oncology

Building an Ecosystem

- Prostate cancer is the most frequently diagnosed cancer among Veterans
- Prostate Cancer Foundation committed **\$50M** for 10 VA Centers for Excellence
- Veterans' tobacco use is greater than the general population in all age groups
- Bristol-Myers Squibb Foundation funded establishment of 10 lung cancer screening centers within VA Medical Centers
- IBM Watson donated **10,000 genomics studies** to VA oncologists for best-in-class cancer care

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Precision Oncology

- More than half of the funds have already been used to establish 10 Centers of Excellence and fund the research of numerous VA physician scientists. The platform we created with PCF will be used to build centers of excellence for other cancers as well.

VA-PALS

- Sponsored by the Bristol-Myers Squibb Foundation, the initiative brings together experts from within and outside VA to develop the VA-PALS Implementation Network (**VA-Partnership to increase Access to Lung Screening**). Its goal is to develop early-detection programs for lung cancer, a malignancy with an 80 percent cure rate when caught early.

-The VA-PALS initiative builds upon lessons learned from currently available screening programs, including those of [VA's Office of Rural Health](#), which supports the goal of reaching rural Veterans. It increases access to safe and effective lung screening programs that save lives.



VA and IBM Watson Health announced the extension of a partnership to apply artificial intelligence (AI) to help interpret cancer data in the treatment of Veteran patients. This partnership has already yielded fantastic results for our Veterans.

After being diagnosed with stage 4 lung cancer, Tam Huynh, a VA Oncology patient, was given less than a year to live. He is alive and well today, thanks to IBM Watson. His story demonstrates the value genomic studies have on cancer care. (Run time 2:14)



- Veterans with cancer who receive treatment from the Department of Veterans Affairs (VA) have easier access to **clinical trials** and cancer treatments, thanks to an agreement between VA, the National Cancer Institute (NCI), and the Prostate Cancer Foundation (PCF).
- VA has a large clinical research program that includes clinical trials in cancer and other diseases at numerous sites nationwide. The sites highlighted on this map represent locations.
- **VA and the National Cancer Institute** will build infrastructure at VA sites to enable more Veterans to take part in cutting-edge clinical trials sponsored by NCI. Such trials typically test innovative experimental treatments, such as precision-medicine therapies based on patients' genetic profiles, or immunotherapies that harness patients' own immune systems to bring about cures.

Precision Medicine

Sanford Health Partnership

- Sanford Health made a **\$50M commitment** for Veterans to receive free genetic testing through [Pharmacogenomics Action for cancer Survivorship \(PHASeR\)](#) program
- VA plans to reach **250,000 Veterans** by 2022

"This screening test will help providers at the VA prescribe the most appropriate medications at the right dose for cancer survivors. Our goal is to continue delivering the best care possible for our nation's heroes, and this partnership helps us do just that."

~ VA Secretary Robert Wilkie





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Sanford Health


-Sanford Health and the VA recently announced a program that will provide pharmacogenetic testing to Veterans at no cost.


-As part of an innovative partnership to improve patient care and lower costs related to adverse reactions to medications. The donor-funded program will initially enroll cancer survivors. Eventually, it will expand to up to 250,000 Veterans at 125 sites by 2022. It launches this year at a pilot site in Durham, North Carolina.

Mental Health

Suicide Prevention

- Presidential Executive Order enacted in March 2019 to help end a national tragedy of suicide: PREVENTS Initiative
- VA and Johnson & Johnson partnered to offer the newly approved Spravato nasal spray for treatment-resistant depression.
- **SAVE** training can save Veterans' lives by helping people identify suicidal behavior.
- VA and PSA Advertising partnered to place ads in the top 100 largest markets to promote both **#BeThere** campaign and the Veterans Crisis Line.





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Suicide Prevention

- Suicide prevention is VA's top clinical priority, and VA has adopted a public health approach to suicide prevention. By Executive Order, the President has enacted the President's Roadmap to Empower Veterans and End a National Tragedy of Suicide"—the **PREVENTS** Initiative. The executive order mandates the establishment of the Veteran Wellness, Empowerment and Suicide Prevention Task Force and several other measures designed to help at risk Veterans.
- We also engage in partnerships with other organizations. For example, our partner Johnson & Johnson has developed the Spravato nasal spray. This product will be made available to Veterans based on their individual medical needs combined with providers' clinical assessments. Spravato was recently approved for use in conjunction with an oral antidepressant for the treatment of treatment-resistant depression in adults.

SAVE Training

With the passage of the MISSION Act and future expansion of care in the community, Veterans Health Administration is seeking ways to better inform community providers about how best to care for Veterans. As a first step, Walgreens

pharmacists and key staff are helping to prevent suicide by participating with the VA Office of Suicide Prevention to receive SAVE training. SAVE training is:

Signs of suicidal thinking

Ask questions

Validate the person's experience

Encourage treatment and Expedite getting help

#BeThere campaign


- VA launched a national advertising to promote the **Be There** campaign, starting with an advertisement in New York Times Square, and then rolling out nationwide in the near future.


- By promoting the **Be There** campaign, we plan to reach Veterans, family members, friends and other supporters in their communities. Our goal is to prevent suicide among Veterans nationwide. To do that, we need to do as much as possible to ensure that everyone knows the role they can play in suicide prevention.

Social Determinants of Health

Caregiver Support

- The Elizabeth Dole Foundation announced its 2019 Class of Dole Caregiver Fellows training program. Caregivers ultimately provide more than **\$14 billion** in voluntary care for Veterans every year.
- The American Red Cross provides Veteran caregivers with quality peer support programs and services through collaboration with partner organizations.
- 1 year free LinkedIn Premium for all transitioning service members.





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Social Determinants of Health

Social determinants of health are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life. These forces and systems include economic policies and systems, development agendas, social norms, social policies and political systems. Partners that help us improve these conditions are:

American Red Cross

- The Red Cross' The Military Veteran Caregiver Network provides our nation's pre- and post-9/11-era military and Veteran caregivers with peer support to reduce their isolation and increase their sense of connectedness, engagement, hopefulness, wellness, as well as their knowledge and skills.

The Elizabeth Dole Foundation

-The Elizabeth Dole Foundation is the preeminent organization empowering, supporting, and honoring our nation's 5.5 million military caregivers; the spouses, parents, family members, and friends who care for America's wounded, ill, or injured Veterans.

-The Foundation adopts a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being.

LinkedIn

- VA is partnering with [LinkedIn's Military and Veterans Program](#) to offer Fry Scholarship recipients and family caregivers currently participating in VA's Program of Comprehensive Assistance for Family Caregivers cutting edge resources and tools at no cost through a 1-year free premium subscription to LinkedIn with networking, employment, and learning opportunities.

Social Determinants of Health

Food Insecurity

- Feeding America and VA partnered to serve more than **44,000 Veterans and their families**, which equates to roughly 700,000 meals.
- There are **17 food pantries** at VA facilities across the country, with more to come



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Thank you

-We would like to give special thanks to our corporate partners who help distribute food at pantries throughout the country.

- **VA is the first healthcare organization to screen all Veterans who visit its healthcare facilities for hunger, asking them whether they've struggled to afford food in the past three months.**

Feeding America

- In 2016, VA, in partnership with Feeding America, established the Veterans Food Pantry Program at VA facilities nationwide. Pantries are stocked with donations from local food bank affiliates. The program conducts food distribution on site, providing crucial resources directly to Veterans and their families in need.

MAZON.org

-MAZON launched their work with members of the military and Veterans after food banks, food pantries and anti-hunger organizations voiced concerns that a growing number of currently serving military and Veteran families were seeking

food assistance.

- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.

Social Determinants of Health

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- Their goal is to remove the barriers that prevent Veterans and currently serving military families from accessing vital food assistance programs.

Social Determinants of Health

Healthcare Innovation

- 3D printing creates an object by using material that is layered on top of each other, piece by piece; also known as additive manufacturing.
- 3D printed models enabled surgeons to better appreciate the anatomic features which determine the best surgical techniques for a particular patient.



VA



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3D printing

Shoulder-replacement surgery is commonly performed to treat arthritis, which is a widespread condition among Veterans and the general population. However, the small amount of bone at the socket side of the shoulder joint is a major challenge to the long-term durability of shoulder replacements. By allowing surgeons to better appreciate the details of each individual patient's anatomy, 3D printed models of the shoulder provide an additional tool for surgeons to use in pre-surgical planning, ultimately leading to longer-lasting shoulder replacements.